

## **Service Standards**

# **Tenancy Management**

**At Wansbeck Homes our aim is to be:**

***‘A caring organisation committed to quality services, affordable homes and working together to build confident communities.’***

We recognise the importance of having an effective approach to tenancy management to ensure tenants are settled into their homes, have access to advice support throughout their tenancy and tenancies are managed to make best use of Wansbeck Homes stock.

Our aim is to provide good quality value for money management services to our tenants. This service standard sets out what you can expect from tenancy management.

**We will:**

- Provide advice and information on all aspects of your tenancy at meetings with your Housing Officer when you sign your Tenancy Agreement.
- Make a follow up visit 4 to 6 weeks after you have moved into your new home to answer any queries or concerns you may have.
- Provide you with a welcome information pack that will include your Tenancy Agreement.
- Provide you with a Tenants Handbook and Repairs Handbook.
- Keep you informed through regular newsletters.
- Consult with you on any proposed changes to the services we provide.
- Be accessible by arranging appointments at your convenience for home visits, by telephone, at estate audits and office interviews.
- Assist you in accessing any extra support needs you may have in order to maintain your tenancy.
- In all our work, make it clear that anti social behaviour will not be tolerated.
- Undertake routine inspections to check the condition of estates, garden areas and properties.

- Investigate incidents where our conditions of tenancy have been broken.
- Work with tenants to encourage involvement to develop plans for their estates and neighbourhoods.
- Sign post you to other services that you wish to access that are not directly related to your tenancy.
- Deal with succession claims, assignments, applications for joint tenancies, name changes and relationship breakdowns.
- Not unreasonably withhold consent for requests to make improvements to properties.
- Process applications for mutual exchange and transfers.
- Tell you what you must do if you want to end your tenancy.
- Visit you when you tell us you are moving out of your home.
- Deal promptly with abandoned properties.

**You can help us by:**

- Keeping any appointments we make with you.
- Responding promptly to any letters or other forms of contact.
- Telling us of any change in circumstances affecting your household.
- Letting us know if we can make any reasonable adjustments to the way we deliver services to help meet your needs.
- Keeping to the terms of your tenancy.
- Reporting any issues or repairs on and around your home.
- Responding to customer satisfaction surveys.

**We will monitor our tenancy services activities in the following areas:**

- Number of new tenants visited in 4-6 weeks.
- Number of tenancies failing within 6 months.
- Customer satisfaction with the overall landlord service.

## **Performance**

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website [www.wansbeckhomes.co.uk](http://www.wansbeckhomes.co.uk).

Our service standards have been developed with residents and will be reviewed every two years.

## **Contact us**

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: [info@wansbeckhomes.co.uk](mailto:info@wansbeckhomes.co.uk)

Website: [www.wansbeckhomes.co.uk](http://www.wansbeckhomes.co.uk)

Fax: 01670 532241.

## **What if we do not meet your expectations?**

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

## **Head Office:**

Front Street West, Bedlington, NE22 5TU

## **Local Offices:**

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG