

Housing Management Service Pledges

G. Tenancy Management

The aim of the tenancy management service is to provide a fast and responsive service, dealing with your tenancy enquiries, ensuring that tenancies are well managed, and that neighbourhoods are well maintained.

Key service pledges

We will:

- provide you with advice on your rights and responsibilities as a tenant and our responsibilities as a landlord as well as ensuring that the tenancy conditions are understood and enforced where necessary
- carry out estate and block inspections every three months with residents and ward councillors to check on the condition of our neighbourhoods and identify any issues
- carry out tenancy visits to all our properties at least once every two years to find out how we can help you, ensure that the property is being looked after and check that the property is occupied by the tenant

Other pledges

We will:

- monitor the grounds maintenance of our shared areas.
- provide advice on moving options to tenants wishing to move including transfers to council and housing association properties, mutual exchanges and moving into the private sector
- provide support to new tenants by carrying out a welcome visit within the first two weeks of their tenancy. Introductory tenants will receive three visits in the first year of their tenancy
- tackle tenancy fraud to ensure no tenancy has been obtained fraudulently and to deal with illegal subletting of a property. We will investigate cases within five days of becoming aware of them.
- provide support when either a tenant wishes to end their tenancy or if a tenancy needs to be ended due to the death of a tenant.
- work alongside tenant and resident associations to deal with local issues, and to set up neighbourhood agreements with residents and partner agencies such as the police. These are jointly agreed standards and plans for delivering services in a particular area.
- carry out regular inspections to ensure our fire signage is in place and that common ways are clear of hazards and obstructions. We can also arrange fire safety advice for any tenant. Your safety in the event of a fire is a priority for us.
- complete personal evacuation plans with vulnerable or disabled tenants

How we will measure our performance against these commitments and report to you

- number of tenants visited (including those visited three times in the first year)
- number of estates inspected three times a year
- numbers of tenancy checks carried out

These will be reported to Housing Management Consultative Committee quarterly.

Details of estate inspection findings will be placed on block notice boards.

How we will involve residents

The Tenancy Management Focus Group is the key group for monitoring Tenancy Management performance.