

Tenancy management

service standard 2008-09



We aim to deliver an effective tenancy management service to help create homes and places where people want to live.

To achieve this we will:

- Visit you within 10 working days by appointment if you wish to discuss a general tenancy issue
- Assess all applications for a mutual exchange within the legal period of 42 calendar days, including giving advice covering any alterations made by previous tenants and who is responsible for repairs
- Process and decide upon all applications to succeed to a tenancy or assign a tenancy to someone else within 15 working days of receiving the relevant documents
- Visit you every two years to inspect your property, discuss your tenancy and any problems you may have
- Investigate reports of abandoned properties within two working days of being informed about them
- Carry out support needs assessments with tenants when required to help you keep your tenancy
- Review all introductory tenancies and if necessary extend this period before granting a secure tenancy. This will include a home visit
- Visit all introductory tenants within three working days if we receive a report of a breach of tenancy

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(continued)



- Investigate all reported cases where tenancy conditions have been broken and take appropriate action
- Feedback progress to customers who have reported issues.
- Carry out unauthorised-occupation and tenancy checks
- Give you help and information if you want to buy your home through the Right-to-Buy scheme
- Consult on any changes to tenancy conditions and publicise any changes that are agreed.

Also see our service standards on anti-social behaviour, domestic violence, and racial harassment and hate crime.