



Our housing management offer and standards

We want to create vibrant, sustainable communities which are a pleasant place to live. Our housing management offer and standards show how we will work with you in the management of your tenancy, when we will take appropriate action and the level of service to expect from us.

We will....



make you aware who your dedicated Neighbourhood Officer is, display this information in communal areas.



investigate the concerns you raise about other customers (i.e. abandoned properties, abandoned vehicles, welfare concerns, condition of gardens/properties, nuisance pets, subletting) within 5 working days, taking appropriate action to resolve any housing management concerns.

We'll not be able to report back our findings due to data protection.



acknowledge any requests you make (i.e. [changes to your tenancy or lease](#), permission for a lodger, [permission for home improvement](#), application for [the right to buy or to acquire](#) your home) by the end of the next working day.



aim to complete tenancy change requests, lodger requests and home improvement requests within 10 working days of us receiving all the required information from you. We'll process RTB/RTA applications in line with legislative timelines



be clear and honest if we're unable to undertake your requests/changes/grant permission, explaining to you the reasons why and follow this up in writing.



check in with you every now and again, prioritising those who are new customers or where we may have concerns (e.g. about your welfare, about you upkeeping the terms of your tenancy/lease, about suspected fraud).

We know we've been successful in delivering our offer and standards when....



you are consistently rating us 7 and above out of 10 for the way we handle your tenancy enquiries.