Service Standards
Tenancy and Estate Management

We want you to enjoy living in your home and neighbourhood in safety without fear from others. It should feel like a place where people get along and you are proud to call home.

Managing your estates

- We will carry out regular inspections of the communal area of each block of flats, including a fire safety check, to monitor safety, cleanliness and appearance.
- We will carry out regular inspections of streets and land managed by the housing service.
- We will work with other council services to clean communal areas in blocks of flats once per week.
- We will work with other council services to ensure racist or other offensive graffiti is removed within 24 hours of being reported.

Tenancy management and anti-social behaviour

- We will investigate complaints of anti-social behaviour and breaches of tenancy agreements impartially.
- We will make available a range of ways to report anti-social behaviour or other problems to us and make use of all available tools to resolve the issues.
- We will assign an individual officer to a case.
- Where appropriate, we will make referrals to specialist support providers.
• We will support and maintain regular contact with victims and witnesses and keep them updated with the progress of the case.
• We will organise work needed to make a victim’s home safe where they are at a risk of violence.
• Where people who reporting anti-social behaviour want, we will maintain their confidentiality from those they have reported.
• We will ask for views on how we performed when cases are closed to help us improve our service.

**Tenancy sustainment**

We provide a service for tenants who are at a higher risk of being unable to manage their tenancies to help them stay in their homes.

• After we have received a request to provide support, and the tenant has been accepted to receive the service, we will notify the tenant of the tenancy sustainment officer’s details and the time and date of the first appointment.
• The first appointment will normally be at the tenant’s home within 10 working days of the request for support.
• If accepted for tenancy support, the tenancy sustainment officer will work with the tenant to assess their needs and agree how these can be met. A support plan will be agreed with the tenant which will specify what support will be given and for how long.

**Garden assistance**

The garden assistance scheme offers a basic service to cut lawns and hedges at regular intervals during the growing season. There is no charge for elderly and disabled people, so long as there is no one in the household who can carry out the work. There will be a small charge to vulnerable tenants who do not qualify for the free service but are eligible for concessionary charges

• We will confirm whether applicants have been accepted onto the scheme using our eligibility criteria.
• We will work with other council services to ensure that work is carried out according to an agreement. To do this, tenants must let us know if the work has not been carried out according to the agreement.

• We will request feedback about the scheme once work ends each year and take these comments into account when we consider how the scheme should work the following year.

Tenant Participation

• We will work with our tenants to carry out scrutiny reviews to assess the effectiveness and quality of housing services.

• We will offer a range of ways for tenants to get involved to influence housing services.

• We will review our local offers with our involved tenant groups to ensure that they are still relevant and update them where needed.