



## Pre-tenancy service standard

Our pre-tenancy service runs from the time a customer is provisionally selected for one of our homes, until after the tenancy starts.

This is a very important time to promote our services and to actively encourage positive behaviour and compliance with our tenancy contract.

### Our Promise

We aim to provide a professional, customer focussed and informative service to our new customer, promoting compliance with the tenancy contract, and providing a home that is clean, safe and structurally sound.

We will:

- Provide a high quality customer focussed service
- Promote our customer service standard, so that you know the standard of service that you can expect from us.
- Be understanding of your circumstances and treat you fairly and sensitively
- Provide support and keep you up to date with the progress on getting your new home
- Find out about your circumstances and check that you meet our lettings criteria
- Explain why we ask you for personal information and how we will use it
- Promote our tenant incentive scheme, Just Rewards as a way of saying thank you to customers who keep to their tenancy contract.
- Tell you about the main responsibilities set out in your tenancy conditions
- Provide a supportive environment to assist you in sustaining your tenancy

### Contact

We will provide:

- An introductory interview at your current address (For sheltered housing this may be carried out at the scheme)
- An accompanied viewing of the property, either separately or as part of the tenancy contract meeting
- A tenancy contract meeting at your new home
- A follow up visit or call after four weeks to make sure your tenancy is getting off to a good start, and to deal with any queries you may have.

## Introductory interview

We will:

- Provide you with a draft copy of our tenancy contract, so that you understand the main responsibilities set out in the tenancy conditions, and can check that you are able to meet them
- Assess your circumstances against our lettings criteria
- If we are unable to re-house you, we will explain why and give you the opportunity to appeal, where you disagree with our decision.
- Identify and help you to arrange any additional support you may need to help you to maintain your tenancy
- Check that the property is affordable for you, including your likely entitlement to housing and any other welfare benefits.
- Explain our preventative approach to housing management, including the use of Starter tenancies and Just Rewards.


## Tenancy contract

We will:

- Check that you fully understand the tenancy contract, and how we manage starter tenancies.
- Agree your rent payment method
- Briefly explain our income management, anti-social behaviour policies and our approach to managing your neighbourhood, including our three stage warning notices for breaches of tenancy.

## Your new home

We will:

- Ensure that at the start of your tenancy your home is clean, secure, structurally safe, and meets our 'Lettable Standard'
  - Show you the location of the stop tap and consumer unit
  - Explain how to use the heating and hot water systems
  - Let you know when our contractors will re-connect the gas supply to carry our required safety checks
  - Give you information about how to set up your gas, electric and water accounts
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## Information

We will provide you with a welcome pack which will include the following information:

- A tenancy contract in plain language
- A tenant and repairs handbook
- Our Customer Service Standard, and our 'Lettable' Standard
- Our antisocial behaviour policy statement
- A Just Rewards information pack
- Useful information to help you settle into your new home and community
- Details of estate based services, including refuse collection and re-cycling schemes

## Monitoring and Review

We will monitor our customer service performance in the following ways.

How it will be monitored	When
Survey of new customers	Around six weeks after becoming a new customer
Pre-Tenancy service audit	Quarterly
Review of comment card feedback	Quarterly
Mystery shopping	Two times a year

Our Scrutiny Committee will review and monitor how we are performing against this standard.

We will publish the key results of our performance in our Annual Report and on our website.

We will use the information we receive from you about our services, to help us maintain and review them. We will publish details of any improvements we have made to the service through our newsletters, our website and our annual report.

We will review this service standard at least every two years.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



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Lāngüagê Liñè

large print

audio

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other languages