



Pre-tenancy Service promise

We aim to provide a customer focused and informative service to our new customers and provide a home that is clean, safe and structurally sound.

We will:

- provide a high quality customer focused service to our new customers and aim to have at least 85% satisfaction from our new tenant questionnaires
- be understanding of your circumstances and explain our tenancy conditions and answer any questions you may have by providing an introductory interview, accompanied viewing, professional tenancy contract meeting and a follow up visit once you have moved into your new home
- explain why we request personal information and how we will use it
- check that the property is affordable for you and sign post you to appropriate agencies if you need any extra support
- promote our compliments and complaints procedure.

Contact

We will:

- provide an introductory interview at your current address (for sheltered housing applicants this will be carried out at the housing scheme) to check entitlement for re-housing and provide information and guidance on maintaining a tenancy
- carry out a needs assessment for sheltered housing applicants
- provide an accompanied viewing of the property, identifying repair work carried out and location of stop tap and use of central heating
- provide a professional contract meeting by completing the tenancy contract at the property and giving you the opportunity to inspect your home to ensure it meets our Lettable Standard.
- provide an appointment to return to your home after 4 weeks to answer any queries you may have.

Condition

We will:

- ensure that at the start of your tenancy your property will be clean, secure, structurally safe and services are operational in accordance with our Lettable Standard
- provide you with a copy of our Lettable Standard.

Information

We will provide you with:

- a tenancy contract in plain language
- useful information to help you settle into your new home and community
- details of your local authority refuse collection and recycling schemes
- a welcome pack including environmental and energy efficiency advice
- information on membership of Just Rewards including a low cost home insurance scheme.

Monitoring

We will:

- ask for your views on our new tenant service and will use the results to try and improve our service
- ensure our tenants as auditors project will assess these service standards and we will use the results to improve our service.

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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 **Lǎngüagê Liǎnè**

large print

audio

braille

other languages