



Tenancy Management

We are committed to providing tenants with a pro-active and customer focused service in order to help our tenants maintain their tenancy and deal with issues which may affect them. We believe that good tenancy management is important and helps to build and sustain strong communities.

We will ensure that tenants are aware of their rights and responsibilities and support them in the quiet enjoyment of their homes. We will also tell them about our responsibilities to them as their landlord.

We aim to provide a fair and equal tenancy management service to all our tenants. We are committed to embracing and valuing diversity amongst the communities in which we work.

We also have service standards on our Estate Management, Pre-tenancy, and Antisocial behaviour policies which influence our tenancy service.

Tenancy management

Tenancy management includes:

- responding to requests for mutual exchanges, assignment and succession of tenancy
- explaining rights and responsibilities as a tenant
- responding to breaches of tenancy, such as untidy gardens.

Our Antisocial Behaviour Service Standard deals with the enforcement of tenancy breaches and our response to reports of antisocial behaviour.

Our promise to you

We will:

- make sure our staff are trained to deal with any enquiry our tenants may have about their rights and responsibilities as a tenant
- encourage tenants to contact us if they are unhappy with our tenancy management service
- consult with our tenants, using our 'Getting Involved - have your say options', when reviewing specific tenancy management policies and procedures

Our promise to you (continued)

- work closely with external agencies and statutory bodies, such as Police, Highways and Environmental Health
- work with other landlords and neighbours in the surrounding area to ensure the good quality, consistent management of the wider community
- tell our tenants what will happen if they or someone else they are responsible for breaks the tenancy contract
- where a tenancy has been breached we will take action, where appropriate, treating all parties involved in a fair way, using a balanced approach of preventative, supportive and enforcement measures. (We provide more information on the action we take in our Antisocial behaviour policy and service standards)
- respond to a request to become a single or joint tenant within 15 working days of receiving a request. (If we need more information to make a decision, we will explain this and give a date by when we will have made a decision)
- process requests to carry out a mutual exchange with another tenant within 42 days although we will try, wherever possible, to reach this decision in 28 days of receiving the request.

Preventative approach to our tenancy management service

We will:

- issue a Tenants Handbook to all new tenants
- ensure all tenants receive a copy of the tenancy contract, and they understand the conditions. Please refer to our Pre-tenancy Service Standard
- provide relevant information regarding services within the local community
- provide information on request about other service providers who may be able to provide assistance to our tenants
- act at an early stage to help resolve problems reported by our tenants
- use our clear 3 stage warning system to respond to breaches of tenancy.

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.

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