



Service Standards

Tenancy and neighbourhood management

We will ensure that your tenancy is well managed, and your neighbourhoods and schemes are well maintained and safe places to live.

What will we do for you...

- Give you information about your rights and obligations, as a tenant, when you move into your home, and provide translation to help you understand if needed.
- Arrange to visit you at least twice in the first year of your tenancy to understand how things are going and either signpost or arrange further support if needed. We'll visit once in the first four to six weeks, and again after nine months.
- Check your gas supply once a year, including any communal supply.
- Check the safety of communal areas in your block on a weekly or monthly basis (depending on the type of block).
- Respond to any concerns you have about property or neighbourhood condition initially within two working days.
- If further investigation is needed, we will provide you with a full response within 10 working days.
- Respond to requests for tenancy changes, due to a change in circumstances, within 10 working days.
- Remove racist or offensive graffiti, on our property, within one working day.
- Remove other graffiti, from our property, within seven working days.
- Remove any rubbish that could be a health and safety hazard, within communal areas, within one working day.
- Where appropriate carry out investigations on fly-tipping / other items of rubbish that is not deemed to be a health and safety hazard to establish if this has been illegally fly-tipped and if possible, take appropriate enforcement action against any identified perpetrator.
- Using noticeboards in your area, we will tell you when your block/scheme will be cleaned and let you know when grounds maintenance will take place and what level of service you can expect from the contractor.
- Investigate any antisocial behaviour (asb) or hate crime reported to us. (see our Antisocial Behaviour Service Standard).
- Conduct planned neighbourhood/scheme walkabouts, with customers where possible, to point out any particular issues.

All we ask of you in return is...

- Tell us promptly about any repairs needed to your property or any communal areas for which Your Housing Group is responsible.
- Tell us promptly about problems such as:
 - Graffiti
 - Rubbish dumping / fly-tipping
 - Blocked bin chutes.
- Share any information you have that may help us identify perpetrators.
- Tell us if there have been any changes to who lives with you.
- Keep your shared areas clean and tidy.
- Keep all communal areas free of personal items, in line with our clear landings approach. This includes mobility scooters, prams, and bikes, to ensure a safe exit in case of emergency.

We will know we are getting this right by...

- Using the four Tenant Satisfaction Measures (TSMs) that relate to tenancy and neighbourhoods:
 - 1 Satisfaction that the landlord keeps communal areas clean and well maintained
 - 2 Satisfaction that the landlord makes a positive contribution to neighbourhoods
 - 3 Satisfaction that the landlord listens to tenant views and acts upon them
 - 4 Satisfaction that the landlord keeps tenants informed about things that matter to them
- Using feedback from surveys, complaints, and compliments to improve our service.