

SERVICE STANDARDS

RENTS AND TENANCY MANAGEMENT

Summary of service

Aim of service, what the service does and does not provide

Ealing has 6 local Housing Hubs that are able to help with all aspects of lettings, tenancy management and estate services.

Residents can drop in to their local hub to have a conversation with their nominated Neighbourhood Housing Officer about any aspects of their tenancy.

Our officers are hands-on, visible, and collaborative, acting as your main point of contact with the council to help you sustain your tenancy and keep your home.

Officers will also have knowledge of other council services and will be able to help you access them if you need any extra support during your tenancy.

Service Standards “What we will do”

We don't let properties that are furnished or completely decorated as standard. However, we will give you a place that you can make your own and call home

We will provide you with a “new tenant pack” when you move in

We will visit new tenants within two months of moving in

At sign up we will assist you with making a Universal Credit Claim where appropriate

You will be allocated a dedicated Neighbourhood Housing Officer to speak to regarding Rents and Tenancy Management

We will offer you different ways of paying your rent including online and a 24-hour payment line

We can offer any day direct debit to help you pay weekly, fortnightly or monthly

We will provide a self-service portal for managing your tenancy online (for example to pay rent, book repairs etc)

We will send you a letter once you are two weeks in arrears

We can provide advice on benefits and managing debt or refer you to additional support where appropriate

We may apply for alternative payment arrangements for Universal Credit where arrears are more than 8 weeks

We can offer appointments and home visits for tenants where appropriate

We may contact you by phone or visit if you do not respond to a letter

We will support vulnerable tenants through referring or signposting to relevant agencies

We will conduct random and unannounced tenancy verification checks to ensure the rightful tenant is residing at the property

We will investigate all reports of abandonment and non-occupation within 7 working days

We will make a decision on

- mutual exchange requests within 42 days
- successions/assignments within 10 working days

Applications can only be processed once we have all information.

We will conduct inspections on estates on a quarterly basis

We will raise awareness of fire safety and ensure compliance to fire safety regulations

We will help you to report anti-social behaviour and work with the Safer Communities team to resolve any issues

We will encourage residents to actively participate in the community

We will try to improve the community we serve through resident engagement and involvement initiatives

Where we can't help we will signpost you to the relevant team

We will protect your data and use it for the purpose provided. Where appropriate it will be shared with other agencies in line with GDPR Regulations

Tenant Responsibilities “What you will do”

Outline actions the tenant needs to do to activate the service, behavioural expectations etc.

- Residents must read their tenancy agreement and keep to the terms and conditions
- Residents must ensure their rent is paid on time
- Residents must keep us informed of changes in personal circumstances such as income, household composition, employment
- Residents should look after their home, neighbours and estate/block/street
- Residents should let us know if someone dies
- Residents should report non-occupation, subletting or other suspected fraud to their Neighbourhood Housing Officer
- Residents should take responsibility for Health and Safety by reporting repairs
- Residents must provide access to their home in the event of an emergency or for repairs
- When completing application forms, residents must provide all information required to ensure processing in a timely manner
- Residents are encouraged to take up offers to improve services such as volunteering to provide constructive feedback

Performance Monitoring

Methods such as system reports, internal auditing/inspections, residents' scrutiny panels, complaints etc.

Mystery Shopping

Scrutiny Panels

Surveys on iPad/Touch screen

Customer Satisfaction/Feedback

Survey method: Quest, transactional (text/phone/email/letter following service provision), STAR

Survey frequency: quarterly, post-service transaction, annually

Survey results distribution: newsletter, annual report, LBE website, resident forums

Transactional surveys in hubs