

# CYNGOR SIR POWYS COUNTY COUNCIL

## Housing Services

### Tenancy Management Service Standard

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Agreed by	Cabinet Tenant Liaison Forum

This document is available on request in alternative formats (e.g. Large print type / Braille / on tape).

## **Powys County Council - Housing Services Tenancy Management Service Standard**

**We will deliver an effective tenancy management service to help create homes and places where people want to live.**

**To achieve this we will:**

- 1. provide you with information about your tenancy by:**
  - a) explaining your rights and responsibilities to you before you become a tenant, including how we deal with breaches of introductory tenancies.
  - b) providing you with a Tenancy Agreement and a Tenants Handbook. This will give you information about our responsibilities as your landlord and your responsibilities as a tenant
  - c) making an appointment with you to visit you in your new home no later than 6 weeks after you have moved in, to answer any queries or concerns you may have
  - d) giving you help and information if you want to buy your home through the Right-to-Buy scheme
  
- 2. respond to requests you have relating to your tenancy by:**
  - a) visiting you within 10 working days by appointment, if you wish to discuss anything about your tenancy
  - b) assessing all applications for a mutual exchange within the legal period of 42 calendar days, including giving advice about any alterations made by previous tenants and who is responsible for repairs
  - c) processing and deciding upon all applications to succeed to a tenancy or assign a tenancy to someone else within 10 working days of receiving the relevant documents
  
- 3. work to ensure that tenants comply with the conditions of their tenancy agreement by:**
  - a) visiting you each year to discuss your tenancy and any problems you may have
  - b) investigating all reports of breaches of tenancy and taking action to address the problem. This will include visiting the home of the tenant who is the subject of the complaint within 10 working days of receiving the information
  - c) providing feedback on progress to tenants and residents who have reported issues and keeping you informed until the issue is resolved. This will include giving you the name and contact details of the person who is dealing with the issue you raised
  - d) investigating reports of abandoned properties within 5 working days of being informed about them
  - e) referring tenants who we feel need help and support to maintain their tenancy, to agencies who provide support services
  
- 4. consult you on any proposed changes to tenancy conditions, listening to your comments and publicising any changes that are agreed by sending a copy of the new revised tenancy agreement.**

**To keep you informed about how well we are doing we will publish the following performance measures each year:**

1. % of new tenants visited in the first six weeks
2. % of visits made within 10 days in relation to tenancy issues
3. % of mutual exchange requests completed within 42 days
4. % of succession and assignment requests determined within 10 days
5. % of tenants who complained about a breach of tenancy and felt that their complaint was dealt with satisfactorily
6. % of tenants satisfied with the overall landlord service
7. % of tenancies inspected during the previous 12 months.

**The performance will be discussed with the Tenant Liaison Forum.**