



Tenancy Management

Our Neighbourhood Services team deal with a wide range of tenancy matters, including mutual exchanges, abandoned properties, sub-letting, tenancy breaches and a lot more besides.

We deliver these services through our tenancy agreement, which sets out your responsibilities, and ours. We aim to create a positive relationship with you by being clear on our mutual responsibilities, and resolving your tenancy matters in an open and fair way.

We also aim to give you a high-quality service by being flexible in our approach, visible on the patch, professional and focused on you as customer.

What we will do

We will:

- We publish our Tenancy Policy and give information about the tenancies we offer on our website.
- Give you online access to your Tenancy Agreement, so you're aware of your rights and responsibilities, and ours, and can refer to them anytime you need.
- Ensure that our teams are knowledgeable, highly-trained, friendly and professional to help with your tenancy queries.
- Make it easy for you to update the personal details we hold for you online using My SCH Account This helps us get to know you, so we can respond in the right way if you have specific needs or have a vulnerability.



Responding to your secure tenancy rights requests

We will:

- Always consult you on any changes to your service or tenancy conditions. See our Resident Engagement service standards for ways you can be involved.
- Provide an online mutual exchange service free of charge, so you can easily search for a mutual exchange.
- Aim to exceed the statutory target of 42 days when giving you a written decision on your mutual exchange application.
- Make it easy for you seek our permission to alter your home online and will respond within 10 working days of your completed application.

- Give clear advice and make decisions on succession and assignment within 10 working days of the information being provided.

Helping you keep your tenancy conditions

We will:

- Be clear about your responsibilities at tenancy sign up, and during our 3 and 9 monthly reviews of your introductory tenancy, so you can successfully become a secure tenant.
- Investigate breaches of tenancy and work with you to address the problem.

- Refer you to agencies that may support you, if you need help to manage your tenancy.
- Start investigations into your report of abandoned properties and non-occupation within 2 working days.
- Carry out targeted visits to combat tenancy fraud on a regular basis.
- Offer ways to involve you in creating thriving neighbourhoods, like becoming a Community or Street Advocate or in other ways that suits you – Link to Resident Engagement Service Standard.

Helping you with other tenancy matters

- Give you an opportunity to take-up home contents insurance.
- Respond to joint tenancy requests within 10 working days of your completed application.

We ask you to:

- Understand and keep to your tenancy agreement.
- Be respectful and polite to our staff, we will always do our best to help you.
- Keep us informed of any changes to your personal details that may affect the service we offer.
- Provide us with the relevant information we need to make decisions on your tenancy.
- Let us know if you need extra help or support when you contact us.
- Report tenancy fraud if you suspect it.
- Do not alter your home or exchange it with someone without our consent.

How will we keep a check on our standards

We will:

- Carry out case regular case reviews and audits to check that we are doing what we promised.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.

- We will report on our performance against the service standards.
- In our Annual Report we will tell you how well we have managed our tenancies.
- Our target for 2020/21 is to achieve an overall customer satisfaction rating of 85%.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.
- The Annual Report appears on our website and is carried in the Autumn newsletter.

We will review our Service Standards

When we:

- Review our targets when reviewing our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.

