

Tenancy Management

About the Service

We aim to be an active and preventative tenancy and estate management service, focusing on resolving complex issues relating to tenancy or behaviour issues, including nuisance behaviour, safeguarding concerns, vulnerability triggers and other tenancy breaches that require a “case management” approach to resolve the presenting and underlying issues to sustain tenancies. The estate management functions will ensure our properties and estates are places where people want to live in so far as they are safe, clean and well maintained.

Tenancy Sustainment and Evictions:

We must support our customers to they can maintain their tenancy or licence, and to prevent unnecessary evictions.

Where we end a tenancy or licence, we are obliged to offer affected tenants’ advice and assistance about housing options in a timely manner.

Customer Standards

The standards set out the specific expectations and outcomes around:

- customer safety
- hearing the customer voice
- accountability to customers
- the need to use and collect data effectively

Neighbourhood and Community Standard

This requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

Safety and Quality Standard

This requires landlords to provide safe and good-quality homes for their customers, as well as good-quality landlord services.

Tenancy Standard

This sets requirements for the fair allocation and letting of homes, as well as requirements for how tenancies are managed by landlords.

Transparency, Accountability and Influence

This requires landlords to be open with customers and treat them with fairness and respect so they can access services, raise concerns, influence decision making, and hold their landlord to account.

How do the standards hold landlords to account?

The Regulator of Social Housing will hold landlords to account by:

- inspecting larger landlords regularly to check they are meeting the outcomes in the standards
- scrutinising data about tenant satisfaction, repairs, and other relevant issues
- continuing to push landlords to protect tenants and put things right when there are problems
- using a range of tools when needed, including new enforcement powers
- continuing to focus on the financial viability and governance of housing associations as part of its integrated regulation

The inspection programme started in April 2024 and will run in four-year cycles.

All members of the Senior Management team are responsible for ensuring Wolverhampton Homes' compliance with all consumer standards.

We are committed to:

Keeping your safety and wellbeing our top priority

Supporting you to live well and safely within your home

Providing you with support and signpost to relevant support services whenever you need it

Investigating tenancy breaches and take appropriate action

Ensuring your tenancy records are as up to date as possible including who is living with you

Supporting you with ending your tenancy if you choose to move elsewhere

Acknowledging you within **5** working days of your request

Providing you with a response within legally set timeframes where applicable.

Providing you with a written response within 10 working days to your tenancy management requests following receipt of all relevant information to enable a decision to be made. Examples are:

Joint tenancy requests

Succession request

Priority requests

Requests for permission/alteration

Ensuring the area that you live is monitored and maintained

To meet our commitments, we will:

Always provide a service consistent with the customer service standard

Visit you every 3 years or where a need is identified to complete a home check

Keep up to date with support services available and referral processes

Complete estate inspections to agreed schedules for each area with a minimum of once a year, report issues identified and monitor for completion

Ensure all officers receive training relevant to their roles

Review open cases to plan responses within the above agreed time frames

Investigate and respond to safeguarding matters within 1 working day

We will advise you on terminating your tenancy and the steps you need to take

We ask you to:

Notify us of any change in your circumstances as soon as possible

Allow our officers access to complete home checks

Notify us as soon as possible if you are unable to keep an appointment with us

Provide all information required when completing a tenancy management request

Notify us if you identify any health and safety risks in the area that you live

To measure and improve our service we will:

Send satisfaction surveys following home checks and review responses

Monitor response times and address issues identified