

Tenancy and Estate or Scheme Management Policy

1. Policy statement This policy sets out the approach that we will take in the delivery of our tenancy and estate management services.

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Introduction This policy sets out our overall approach to providing our tenancy and estate management services to customers.

Our Aims Our overall aim is to deliver role model tenancy and estate/scheme management services and excellent customer care.

The delivery of our tenancy and estate management service is a vital element in being able to meeting our part of the Bromford Deal.

Working with Customers Customers have told us that Excellence in Neighbourhood Management is one of the service areas that matters most to them and we will set business objectives to improve performance and value for money in this area.

We will ensure that our customers have influence over the service they receive, the place that they live and the outcomes that we are aiming to achieve. In particular we will ensure that:

- Customers have the power, in partnership with us as their landlord, to influence the services they receive in their estate or neighbourhood; and
- we have strong customer influence built into the way we work, particularly in getting our customers to test how well we deliver the services we promise them.

Tenancy and Licence Management

In the delivery of role model tenancy and licence management services we will:

- Work with customers to meet out Bromford Deal
- Provide the customer with as much choice as is possible in making decisions about the best way to manage their tenancy or licence;
- Resolve any breaches, or likely breaches, of tenancy or licence informally before looking to take enforcement action;
- Act promptly to address any breaches of tenancy or licence agreements;
- Help provide a safe and secure environment so customers can enjoy their homes free from nuisance, abuse and harassment and play a part in the wider community;
- Assist customers to sustain their tenancy/licence;
- Prevent and take appropriate action to resolve all forms of anti-social behaviour involving or impacting upon our customers and for others who live, work or are visiting the communities in which we work;
- Contribute to creating or maintaining cohesive and sustainable communities.

How we will deliver these aims

We will work with our customers to meet the Bromford Deal - we provide a great place to live, great services and work with our customers to help them to be their best. We will do this by:

- Carrying out Deal Induction with all new customers to help us understand where customers may need some additional support in order to start their tenancy well to
 - Using a range of tenancy types to encourage customers to work with us and engage in the Deal,
 - Carrying out regular Tenancy Reviews with
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customers to agree milestones within a Tenancy Plan/To Do List to help them meet the Deal.

- We will have a range of regularly reviewed tenancy/licence management and Anti-Social Behaviour procedures in place that explain to colleagues and customers the way we will manage tenancies and licenses.
- We will act promptly and deliver our services in line with the timescales laid out within our tenancy and licence management procedures.
- We will provide all new customers with in depth advice about their rights and responsibilities as set out in their occupancy agreements and the expectations of their contribution to the community in which they live.
- Provide customers with the advice and information that they need in order to make informed choices about how best to manage their tenancies and licenses.
- To either provide or enlist assistance for those customers who would benefit from additional support in order to be able to maintain and sustain their tenancies or licenses.
- We will provide customers with easy access to accurate and excellent tenancy/licence advice through our contact centres, housing management services, support services, website and out of hour's service.
- To provide a service to customers within their own homes and tailored to their individual needs.
- We will work in partnership with other agencies to ensure that customers benefit from wider support and that our communities are better served through agencies working together.

Estate / Scheme Management

In the delivery of role model estate and scheme management services we will:

- Ensure our estate, scheme and communal environments are attractive, well maintained, clean and safe for customers to enjoy.

How will we deliver these aims?

- We will carry out regular site inspections of our estates/schemes and measure the quality and standard of our estates/schemes to ensure they are clean, tidy, and that we deal with any problems promptly.
 - Monitor a range of indicators to assist us to identify where changes to services or the environment are needed.
 - Involve customers in assessing their
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neighbourhood and finding solutions where improvements are needed.

- Prevent and tackle all forms of activity that has a detrimental effect on the environment within the communities in which we work.
- React quickly to deal with the results of any detrimental activity on our estates – such as dumped rubbish, abandoned vehicles etc.
- Influence the design of new communal areas to ensure that they provide attractive and safe environments for customers.
- Provide funding to address identified areas for improvement.
- Involve customers in specifying the type and standard of the grounds maintenance and cleaning services that are provided.
- Have a range of regularly reviewed estate and scheme management procedures in place that explain to colleagues and customers the way we will manage estate and scheme services.
- Provide customers with easy access to accurate and excellent advice through our contact centres, housing management services, support services, website and out of hour's service.

Providing the Service

We will use our resources to provide our tenancy/licence and estate/scheme management services in the most cost effective way possible taking in to account the priorities and particular requirements within different geographical areas.
