

New Tenancy Service Standard



Our aim:

Cartrefi Cymunedol Gwynedd aims to provide a service to support and help new Tenants of the Association to maintain their tenancies in accordance with the tenancy agreement.

We will:

Provide Support to New Tenants

- Arrange for a member of the Neighbourhood Services Team to visit all new tenants in their homes within 21 days of the commencement of their tenancy
- Treat you and your home with respect at all times, and display identification so that you can be sure of who we are

Be clear about your rights and responsibilities

- Provide you with a Tenants handbook outlining how to access services the company provide, and explain to you what your responsibilities are, and what the company's responsibilities are
- Advise you of your obligations to be a good neighbour, in relation to keeping your home and garden tidy, as well as controlling noise, animals and the behaviour of members of your household and visitors, and explain how we deal with breaches of the tenancy agreement

Provide support wherever possible

- Make an assessment of any support you may require, and be available to provide advice and information to help you sustain your tenancy
- Advise you of the dedicated Neighbourhood Services staff for your area, including the Community Warden, and how to contact them

Help you get involved with the Association

- Advise you of how to get involved in Resident involvement schemes in your Neighbourhood
- Arrange further periodic visits at three, six, and nine months to ensure the tenancy has been maintained satisfactorily, before granting an assured nonshorthold tenancy

When we don't get it right

- We aim to do everything right and correct our mistakes.

- If you are unsatisfied with the service you have received you can let us know by telephone, letter, email or in person in any of our offices.

Service Standards Review

- We will review these service standards 12 months after they were first established and thereafter every 3 years