

Succession of Tenancy Service Standards



Our aim:

- Cartrefi Cymunedol Gwynedd fully appreciates that dealing with bereavement is difficult. We will therefore endeavour to deal with your tenancy matters as sensitive and effectively as possible.

What is a succession?

- Succession is the right of certain qualifying persons to take over the tenancy upon the death of the tenant.

Informing Cartrefi Cymunedol Gwynedd of a death

- When informing Cartrefi Cymunedol Gwynedd of a death you will be dealt with sensitively.
- We will acknowledge your request for succession within 5 working days.
- We will explain to you what paper work and information is necessary in order that we come to a decision with regards to your claim for succession.
- If Cartrefi Cymunedol Gwynedd is made aware of a death by other means e.g obituaries / local knowledge, we will contact the survivor within 4 - 5 weeks from date of death to discuss the situation with the tenancy.

We will consider your application fairly:

- We will consider your application fairly and unbiased within the limits set by Section 17 of the Housing Act 1988 and Cartrefi Cymunedol Gwynedd's Succession of Tenancies Policy.
- We will make all necessary enquiries to ensure that your request is treated as sufficiently and effectively as possible.

We will keep you informed:

- An officer within the Tenancy Services Team will be designated to deal with your application.
- We will contact you by letter or telephone, or your preferred means of contact if we need any further information regarding your application.
- We will ensure that you will be informed by letter of Cartrefi Cymunedol Gwynedd's decision with regards your application.
- If your application is refused the reasons will be clearly explained to you by letter.
- If your application is granted we will ensure that your succession is approved and all necessary changes are recorded in our information system.

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