

NEIGHBOURHOOD SERVICE STANDARDS

Neighbourhood Housing Officers work in RBH neighbourhoods and are responsible for tenancy management and working with customers to support successful tenancies. Your Neighbourhood Housing Officer will deal with tenancy questions and queries. We can offer help through signposting and referral to other agencies who offer more specialist advice and assistance.

The Neighbourhood team work in partnership with tenant and resident groups and partner agencies to deliver improvements in RBH neighbourhoods.

New Tenants

We will:

- 🏠 Arrange a home visit during the first 4 weeks of your new tenancy to welcome you to your new home and answer any queries.
- 🏠 Arrange a further 2 contacts, during the first 9 months of your tenancy, either through a home visit or telephone call to check you are settled in your home.

Support

We will:

- 🏠 Offer help if you find it difficult to maintain your tenancy (this could be through our Better Living Team or another support agency).
- 🏠 Undertake home visits to our tenants or arrange appointments locally.

Tenancy

We will:

- 🏠 Answer any question you have about your tenancy conditions. If we do not know the answer you will receive a response within 10 working days.
- 🏠 Acknowledge all requests for a tenancy name change, responding in full within 10 working days (if all information is available to us).
- 🏠 Investigate any complaint or breach of the tenancy agreement, keeping you fully informed. If we have all relevant information we will respond within 10 working days.
- 🏠 If your complaint relates to anti social behaviour we will make contact within 3 working days of receiving a report. (see ASB standards for further information).

Neighbourhood

We will:

- 🏠 Do a 3 monthly inspection of your neighbourhood.
- 🏠 Publicise 1 neighbourhood walkabout each year so you can 'walk with us'.
- 🏠 Do a 3 yearly tree inspection for planned tree work on RBH land. Emergency work will be responded to within 24 hours by our contractors.

