









PCH SERVICE STANDARDS YOUR NEW HOME

How we will make choosing and moving into your home as easy as possible

We will:

-  Ensure you can view your new home before you move in by either sharing a video so you can view your home virtually or by organising an in-person viewing, so you can decide if it is right for you before you accept.
-  Work with you to ensure your home meets your needs and is affordable for you to maintain a tenancy.
-  Ensure your home is safe, secure, and clean and provide you with information to help you enjoy your new home when you move in.
-  Let you know when your home is ready to move into and keep you informed of any changes.
-  Provide easy and accessible ways of managing your tenancy, including digital services through the MyPCH portal for those who prefer to access services online, and offer you an option to sign your tenancy agreement electronically or in person, as you choose.
-  Help you manage a move in the future by providing clear moving out guidance, letting you know how to leave your home and return your keys, as well as potential costs if you were to leave your home in an unsatisfactory condition.

How we will measure this:

-  More than 95% of tenants are satisfied with their new home.
-  All homes are re-let within 20 days.

