











# PCH SERVICE STANDARDS

## YOUR TENANCY

**We will support you throughout your tenancy with us, from explaining the terms and conditions of your tenancy agreement before you move in, right through to moving home or ending your tenancy.**

### We will:

-  Support you to settle into your home when you are first allocated a tenancy with PCH.
-  Tell you who your Housing Officer is and how to contact them. You will receive a visit from your Housing Officer within the first three months of your tenancy, and we will check in with you again if we have any concerns about your tenancy or support needs.
-  Ensure that our housing management team demonstrate our values as an organisation in all interactions with you and feedback the outcomes of any issues raised in your neighbourhood.
-  Provide information on how to keep your home and building safe and keep communal areas clear from items which could be a fire or safety risk.
-  Remove illegal fly-tipping on PCH land, including items from residents' homes such as fridges, freezers, furniture, and commercial builders' waste. We will address all instances of fly-tipping either through your tenancy or via the Local Authority in the case of private fly-tippers.
-  Remove graffiti including painting, writing, soiling, marking or other defacing of any property or structure that we own. Should the graffiti be offensive, this will be removed within 24 hours of it being reported.
-  Support you to make any changes to your tenancy if you need to, such as assignments, successions, or a mutual exchange to move to another property.
-  Provide free access to Home Swapper, the national exchange service, and guidance on how to swap your home if you want to move. If you make an application for a mutual exchange, we will respond with a decision within 42 days and keep you up to date with the progress of your swap.
-  Consider requests and not unreasonably withhold permission when you ask to do something such as keep a pet, alter your home, have a lodger, or put up a shed, and assess each case on its merits. We will provide a response to requests within 10 working days.
-  Support and make referrals to any agencies which you may need to help you manage your tenancy.





Be visible in our communities and support your community so that you can be proud to live in it by:

- Being part of your community and regularly present on the estate attending surgeries, drop-in sessions, and events.
- Inviting you to join us when we inspect your neighbourhood and communal areas, including playgrounds.
- Working together with partner agencies to improve the appearance of your neighbourhood and keep it clean, tidy and well maintained.
- Carrying out stairwell cleaning in blocks where residents have elected to pay for this additional service.
- Managing all the trees and biodiversity on PCH owned communal land.
- Consulting with you about how we manage and maintain any new communal spaces.



Investigate and act on any breach of a tenancy agreement including reports of:

- Anti-social behaviour.
- Sub-letting of a property.
- Property abandonment.
- Tenancy fraud.

Support you if you need to move to another property or into temporary accommodation whilst we carry out any repairs or works to your home which can't be managed whilst you are living there. Our Housing Team will carry out an assessment to identify your housing needs and support you throughout the process.

## How we will measure this:



Percentage of residents who are satisfied that their landlord makes a positive contribution to the neighbourhood (TSM).



Percentage of residents who report that their landlord keeps communal areas clean and well maintained (TSM).



Percentage of residents satisfied with the value for money of service charges.



Percentage of residents satisfied with the overall service from their landlord.



Number of anti-social behaviour cases per 1,000 stock.



Number of hate-related anti-social behaviour cases per 1,000 stock.



Percentage of residents satisfied with our approach to anti-social behaviour.

