

Allocations and homes:

We will:

- Offer properties that are affordable and suitable for your needs
- Provide a good quality of home that meets our lettable standard
- Offer properties to the right people in the right place
- Keep you updated with progress once you have accepted an offer on a property

You will:

- Pay your rent on time and by direct debit
- Follow the rules of your tenancy
- Only bid on properties that you are interested in
- Get online to make bids and check on progress
- Ensure your contact details are up to date and tell us of any changes
- Provide all the information required by us, including bank details, at the point of being offered a property

Planned works:

We will:

- Engage with you on any new work programmes
- Communicate with you before and during works
- Aim to get works right first time
- Keep your home safe and compliant with health & safety rules
- Ensure homes are well maintained, including carrying out timely external repairs

You will:

- Get involved in shaping new programmes of work
- Contact us quickly to make an appointment
- Allow access to your home when we call to complete works
- Get permission from us before carrying out home improvements
- Give us your honest feedback on the quality of the services provided

Street Scene:

We will:

- Work with the community to keep estates clean, tidy and safe
- Have estate caretakers visible on estates to act as our eyes and ears
- Provide advice and facilities to support you to recycle more
- Support our enforcement team to help reduce litter, dog fouling and increase recycling
- Support volunteering initiatives

You will:

- Get involved in helping us to keep estates clean and tidy, using Report It app to report any issues
- Be a good neighbour
- Recycle more and recycle right
- Take pride in your local area by not dropping litter, not fly tipping and being a responsible dog owner

Tenant engagement:

We will:

- Involve you in shaping the services that you receive
- Listen to your feedback and act on your good ideas
- Promote different ways to get involved
- Take account of your different needs in the way we engage with you
- Support you to access funding opportunities and training
- Support you to improve your digital skills

You will:

- Give us your feedback on our services
- Be courteous and polite to our staff
- Spread the word to your neighbours about how to get involved
- Be a good and considerate neighbour
- Help others in the community by sharing your skills
- Learn how to get online to use our services