

## **Customer Service Standard – Tenancy and Estate Management**

### **Service Overview**

The Tenancy and Estate Management Service works with tenants and leaseholders to ensure that matters relating to their tenancy and where they live are managed in a timely and professional manner.

This includes supporting people with changes to a tenancy such as an assignment, succession or a mutual exchange. The team will also investigate and act upon breaches in tenancy conditions which could include antisocial behaviour, subletting of property or property abandonment.

The team are also committed to keeping estates clean, tidy and well maintained.

### **Our Customers Promise**

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

### **Our Customer Groups**

Our customers include tenants, leaseholders and residents living in our estates.

### **Our Partners**

Housing Associations and neighbouring local authorities, Department of Work and Pensions, Police, Repairs and Maintenance Sub-Contractors, Fire and Rescue Service, Community Groups, Carers, Health Services, Assistive Technology Providers, The Lightbulb Project and Leicestershire County Council.

### **Access**

Customers can access our service through the following methods:

#### **Phone**

By calling our Customer Service line on 0116 2888 961 (see our website for opening hours)

#### **In person**

By contacting their Housing Officer

#### **Online**

Customer can also request a garage; ask for permission to alter their council home and report anti social behaviour via our online forms.

**Our Standards**

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Contact the tenancy and estate team with an enquiry	Respond to your enquiry	Within 3 working days
Report an incident of antisocial behaviour	Log your incident and acknowledge your report	Within 3 working days
Want to make a change to your tenancy	Acknowledge your request	Within 3 working days