

Tenant Services Service Plan 2023-24

A SUMMARY OF KEY ACTIVITIES

Key Themes

Listening and responding to our tenants to improve their experience

Investing in our people, neighbourhoods and communities

Improving our performance

Collaboration and joined-up working

Efficiency and consistency

Treating our tenants with dignity and respect

Neighbourhoods

Making sure our estates remain safe and attractive places where people want to live.



IMPROVE GARAGE OCCUPANCY &
GARAGE RENTAL INCOME



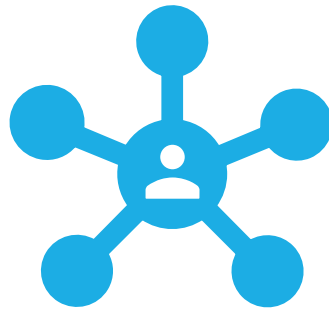
HAVE A GREATER, MORE VISUAL
PRESENCE AND IMPACT IN OUR
NEIGHBOURHOODS



CREATE AND DELIVER A
NEIGHBOURHOODS
IMPROVEMENT PLAN

Income Management

Working hard to prevent our tenants from falling behind with their rent, with advice, support and guidance



Reach out to more tenants more often, using new communication methods and technology to identify those struggling to pay



Improve rent collection and recovery rates, aiming to achieve a target of 100% of rent collected

Sheltered Housing

Providing safe and attractive housing for our older residents in our 21 sheltered housing schemes



Continue our work to improve our sheltered housing offer by listening to tenants, and improving the communal areas



Begin an in-depth review of sheltered housing service and schemes to ensure our homes for older people are suitable now and into the future



Keep health, safety and wellbeing of our tenants at the heart of everything we do

Tenancy Management

Welcoming new tenants, supporting them to sustain their tenancies and helping tenants to move by mutual exchange



Refresh our policy on Anti-Social Behaviour and use feedback to improve our tenants experience of the service



Review our procedures and processes to improve efficiency and accessibility for our tenants



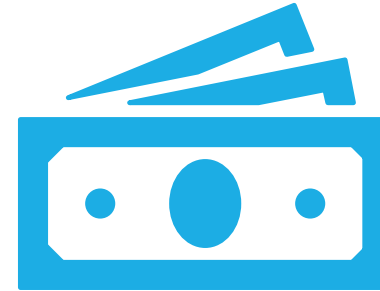
Support and enable tenants to move to properties that better meet their needs with a downsizing incentive scheme and promotion of mutual exchanges

Rents, Service Charges and Homeownership

Assisting tenants with the purchase of their Council homes through the Right To Buy and making sure our rents and service charges are set in accordance with regulation



Continue the great progress we have made in ensuring our rent setting remains compliant with regulatory requirements



Improve information provided to tenants and leaseholders about the services provided to them and what they cost