



Service standard: Supporting Tenants

Supporting Tenants – a customer guide to how we support new and existing tenants

We are committed to providing high-quality services to our tenants.

These service standards tell you what services you can expect from us when we offer you our Tenancy Support Service.

Why it is offered

We want to make sure our tenants have the best chance to make their tenancy work.

We will provide a flexible service, offering support to new and existing tenants who are identified as needing support or those who ask for it.

What is offered

To get off to a good start, all tenants who are offered tenancy support can be helped to:

- Understand the conditions of their tenancy.
- Understand rent payments and find the best way to pay.
- Set up their home, with advice and support to access furniture, white goods and carpets.
- Ensure they are accessing the right benefits.
- Manage their money better using a home budget.
- Access debt advice services.

To make the best use of your money, you will be given help to:

- Find the best deal for utilities.
- Get low-cost home contents insurance.
- Understand bank accounts and credit union rent and savings accounts.
- Access back to work support, including internet training.

If you are affected by benefits changes brought about by the Welfare Reform Act 2012 you will be supported to:

- Understand the changes and how they will affect you.
- Devise a realistic plan to adapt to the changes, including seeking back to work support, internet training, and support to move to a different property.

How it is offered

Tenants will be contacted within five working days of their referral to the Tenancy Support Service.

Support will last for between one and eight weeks and may be given over the phone, by post or face to face, depending on the tenant's individual needs.

A Joint Action Plan will be devised, with details of the follow up actions required both by the tenant and by the Tenancy Support Officer.



How we monitor these service standards

We will monitor the service and make improvements through regularly reviewing the service and through tenant feedback.

We will report annually on how the service is doing through Link Magazine and our website.

More information

If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

Contact details

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Translation

By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 or email nottingham@ncha.org.uk