

Tenancy Services

Housing management and estate services are delivered by the Tenancy Services department who work with tenants and leaseholders in a variety of ways to ensure all terms and conditions of our tenancies and leases are understood and complied with.

Housing Management

What you can expect from us

- record resident vulnerabilities to make sure we can tailor our service and make reasonable adjustments for residents where required
- provide home visits when requested if you are unable to come into our office to see us
- carry out quarterly estate inspections with residents, representatives from resident's associations, our repairs and estate services as well as local councillors on our larger estates
- support residents to sustain their tenancies and leases by providing information and referring and signposting to relevant support agencies
- acknowledge all mutual exchange requests within 5 working days and inform you of our final decision in writing within 42 calendar days of the receipt of an application
- respond to transfer of tenancy requests (for example succession or assignment) within 10 working days
- respond to emails within 10 working days or tell you why it is going to take us longer to reply, and when we expect to do this by
- provide you with a dedicated Housing Officer to assist you with any tenancy issues, such as:
 - changing names on your tenancy agreement
 - taking in lodgers
 - seeking permissions on having a scooter or pet or running a business on the property etc
- provide you with housing advice when you request to move home due to a change in your circumstances
- we offer advice on making a Devon Home Choice application or applying for a Mutual Exchange to help you make an informed choice about moving home

We will measure our success by:

- an increase in satisfaction from our Tenant Satisfaction Measures (TSMs)
- learning from what you tell us about our housing management service by using your feedback from surveys, complaints and compliments to continually improve

- asking you if you would like to be involved in developing the services we provide and by providing you with a range of ways in which you can be involved
- working with you to help us design improvements to our services you have told us you want to see
- holding 'Housing Surgeries' where you can meet your housing officer and other members of the housing team to discuss any issues you have.

