



Our commitment

We are committed to making your move into your new home simple, supportive and stress free.

We understand that moving home is a big deal and we want you to feel welcome, informed and confident from the start of your tenancy with us.



Every time you move into one of our homes, we will be:

- 1 **Supportive.** We guide you through every stage of the process.
- 2 **Clear.** We provide the information you need before, during and after your move.
- 3 **Prepared.** We ensure your home is ready, safe and clean when you move in.
- 4 **Welcoming.** We help you feel at home from day one.
- 5 **Responsive.** We act quickly if anything is not as expected.

Before you move in

We will:

- ✓ Provide a full offer pack explaining your home, rent, charges and tenancy conditions.
- ✓ Tell you about any work being completed before you move in.
- ✓ Confirm your tenancy start date and how to pay your rent.
- ✓ Share information about our services and how to contact us.

Before you receive your keys, we will ensure your home:

- ✓ Meets all legal safety standards (gas, electrical and fire safety).
- ✓ Is clean, secure and free from rubbish.
- ✓ Has working essential services such as heating, hot water and lighting.
- ✓ Has agreed repairs either completed or clearly scheduled.





On moving day

When you collect your keys, we will:

- ✓ Welcome you in person.
- ✓ Show you around your home, including key features such as:
 - Heating controls.
 - Meters.
 - Stop tap.
- ✓ Check together that the home meets our expected standards.

We will make sure you have:

- ✓ Information about how to report repairs.
- ✓ Details about rent payments and setting up your account.
- ✓ Contact details for your Housing Officer.



After you move in

Your Housing Officer will:

- ✓ Be your main point of contact.
- ✓ Support you with tenancy queries or concerns.
- ✓ Carry out a tenancy visit within the first six months to check everything is going well and provide further information or support if needed.

How we can work together to meet this standard

To help your move in experience go smoothly, we ask that you:

- ✓ Read the information we provide before your move.
- ✓ Tell us if anything is unclear or missing.
- ✓ Report any issues in your home as soon as possible
- ✓ Engage with settling in checks and follow up contact.
- ✓ Treat our colleagues with courtesy and respect.





Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We will:

- ✓ Offer additional support if you find a part of the process difficult.
- ✓ Take account of your personal circumstances to ensure you can settle safely and confidently into your home.

If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ Contact our **Voids Manager** through our **Customer Service Team** if there is an issue with the standard of the home you move into.
- ✓ Contact our **Housing Manager** through the **Customer Service Team** if there is an issue with the help or support you receive from your **Housing Officer**.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).



How we check we're meeting this standard

- ✓ **We collect feedback** from customers after they move in and after the first six weeks.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.