

# The Tenancy Standard

This Standard is about the way we let our homes, the rent we charge and the types of tenancy we offer.

## Allocation of homes

Every week we advertise our available homes on the Cornwall Homechoice register, giving affordable housing applicants the opportunity to bid for homes of their choice across the county.

If your bid for a property is successful, we will:

- contact you within 3 working days to check your application
- arrange for you to view the property before signing up for it
- send you a formal offer letter which includes details of the rent and other charges and the tenancy start date

We will repair and re-let our empty homes as quickly as possible.

## Rents

The rent we charge is set within limits defined by the Government.

We will:

- provide you a range of ways to pay your rent: by direct debit, standing order, at your local post office, by debit card over the telephone, at our office or via our website
- issue you with a quarterly rent statement
- explain how we spend your service charges
- help you make reasonable arrangements to pay arrears
- offer new tenants free financial health checks
- offer you debt and welfare advice or refer you to another agency that can help

## Tenancy services

We want you to feel happy and secure in your property and we will support you to maintain the conditions of your tenancy.

To help new tenants we offer a Starter Tenancy, a Handbook and Home User Guide, and we will visit you within 6 weeks of you moving into your new home.

We will work with you to see if you need any support and make arrangements with other agencies where necessary.

Ocean has more than 700 supported homes, where people can live independent lives with regular visits from a support officer. Each resident has a support plan that covers areas such as health and how to manage at home with day to day living.

## Monitoring our performance

We will publish the following performance indicators and targets in Street Talk:

- average time to let an empty property (within 14 calendar days)
- current rent arrears as a percentage of the total rent due (less than 2.94%)
- percentage of rent arrears written off as 'unrecoverable' (less than 1.0% of total rent due)

We will also publish the results of regular resident satisfaction surveys on tenancy issues.

## Actions

We will:

- look at providing rent statements online (March 2011)
- research additional methods for tenants to pay rent (December 2010)
- publish how we set rents in plain English (November 2010)
- review the level of grant provided to tenants to encourage them to move to a smaller home (October 2010)
- publish tenancy policies on our website (March 2011)

