



## Housing Support Service Standards

### **We will support residents to maintain their tenancy or lease by:**

- ✔ Carrying out annual resident visits to each resident who wishes to receive them, using the visit as an opportunity to signpost to relevant services
- ✔ Providing responsive advice and assistance in respect of the tenancy or lease, and signpost to relevant services

### **We will support residents to understand and pay their rent / charges by:**

- ✔ Helping residents to understand rent letters, explain what action needs to be taken and provide assistance
- ✔ Supporting residents to fill in forms to claim relevant benefits, and refer residents to the Welfare Benefits Advice service if required

### **We will support residents to access housing-related services by:**

- ✔ Supporting residents to raise a repair request and ensuring repairs are completed
- ✔ Supporting residents to report anti-social behaviour so that it can be investigated and involve other agencies as required

### **We will help ensure residents' safety and wellbeing by:**

- ✔ Supporting residents to access the wellbeing service, activities and volunteering opportunities
- ✔ Helping to maintain the safety of residents through issuing specific advice and inspections to ensure compliance with fire safety
- ✔ Monitor daily wellbeing checks and respond to emergencies as required

### **We will help ensure residents have a say in how their Village is run by:**

- ✔ Facilitating Street Meetings, making available notes of meetings, and ensuring issues raised are addressed
- ✔ Supporting residents to give feedback on services ('We're Listening) and to make a complaint in the event of a service failure