







## 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