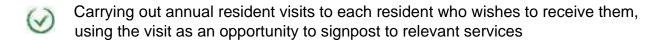


# **Housing Support Service Standards**

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



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