

The Service Standard for Tenants with Support Needs

These service standards will be consulted on with the help of support providers through the Associations Supported Housing Forum

(Expectations on support providers)

- Tenants understand their rights and responsibilities as set down in their tenancy agreement
- Tenants know how much rent and service charge they have to pay and understand what this covers
- Tenants know how they can get involved in the activities of their landlord e.g. by applying for share membership, forming a tenants group, becoming a member of Newydd 90 or joining the Community Panel
- Tenants are able to access information which is held on record about them
- Tenants know how to complain about any aspect of service delivery
- Tenants know how to report a repair, pay their rent and make a direct approach to their landlord
- Tenants will be encouraged to get involved in the running of their home and take part in regular house meetings
- Tenants will receive appropriate training, support and information necessary to access funding and plan activities and events of their choosing
- Tenants will get the opportunity to meet tenants from other projects periodically
- Appropriate support will be provided to those with literacy issues
- Tenants will be consulted on issues which affect their home and the wider community on the services we provide