

The Tenancy Management Service Standard

Your Rights

Newydd is committed to ensuring that its tenants know what their rights are. We will consult with you on any changes to your tenancy agreement or on any other changes to the service that we deliver. This may be through our Community Panels, Advisory Groups or the Consultation Network. You are welcome to become more involved. (There is more information on how we involve and consult in our Resident Involvement Strategy leaflet).

- If a breach of tenancy is reported to us, a Housing Officer will investigate and discuss this with relevant parties and agree the appropriate action to deal with the problem.
- If you have rent arrears we will send you a letter, or visit you and give you an accurate rent statement. We will tell you if there are any benefits you can apply for. You should contact your Housing Officer if at any time you are having problems paying your rent.

**You have a right to see the information we keep on file about you.
If you wish to do this you are required to give us notice in writing:**

- We reserve the right to charge you £10 for this
- We reserve the right to withhold information from a third party;
- We have to reply to your request within 40 days but will try to do this sooner as per our Customer Service Standards.

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Looking after your neighbourhood – to make sure that our neighbourhoods are places where people want to live and feel safe, we will:

- Inspect our neighbourhoods with the tenant representative for that area (if there is one) every 3 months;
- Identify areas for improvement and liaise with external agencies to work together to address the issue;
- Consult with residents about improvements to the neighbourhood;
- Work with the Police and other external agencies;
- Identify abandoned vehicles as soon as possible and advise the relevant agency with the power to remove the vehicle;
- Respond to reports of abandoned properties within 1 working day and make sure the property is safe;
- Remove offensive graffiti within 24 working hours.

General Information

- **Improvements to your home** – we will reply to all applications to carry out alterations to your home within 28 days. We will not unreasonably refuse permission.
- **Successions and Assignments** – If you ask to take over a tenancy or pass a tenancy to someone else we will let you know our decision within 28 days.
- **Mutual Exchange** – If you wish to carry out a mutual exchange we will give you our decision within 42 days.