

Tenancy Management Service Standard



We will

- 🔑 Issue all new tenants with a Tenants Handbook and a Tenancy Agreement. We will explain this to you
- 🔑 Consult with you about any changes to your Tenancy Agreement or to the service you receive from us
- 🔑 Write to you using plain language, ensuring letters are easy to read and understand
- 🔑 Visit you to discuss matters in the privacy of your own home
- 🔑 Respond within 24 hours to reports of abandoned properties
- 🔑 Investigate all breaches of the Tenancy Agreement that are reported to us
- 🔑 Reply with a decision within 28 days, to all applications to carry out alterations and improvements to your home. We will not unreasonably refuse permission
- 🔑 Reply with a decision within 28 days if you apply to do a mutual exchange (swap property) with another tenant
- 🔑 Provide you with a decision within 28 days if you apply to succeed to a tenancy or if you wish to assign your tenancy to someone else
- 🔑 Investigate all cases of illegal occupation and take appropriate action swiftly to ensure the occupants are removed
- 🔑 Give you help and impartial advice if you become involved in a dispute with a neighbour
- 🔑 Ensure that serious anti social behaviour cases are referred to the Neighbourhood Safety Team
- 🔑 Award additional points to the applicant on the housing register who is suffering domestic violence
- 🔑 Give advice on emergency accommodation

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))

Sutton in Ashfield

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Telephone 01623 608 950

Kirkby in Ashfield

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Telephone 01623 608 932

Hucknall

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Telephone 0115 9568 713

Visit our web site at www.ashfieldhomes.co.uk

This leaflet is available in large print, Braille, audio and other languages.

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئه‌توانیٔ بۆ زمانی كوردی ته‌رجومه بكریٔ. ت‌كایه داوای زانیاری زیاتر له هه‌ندامیكی ده‌سته‌ی فه‌رمانبه‌ران ب‌كه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)