

## What you can expect from us – Tenancy Sustainment

### Our Service Standards

As a resident receiving our Tenancy Sustainment service, you can expect the following service standards from us:

- We will contact you within two days and complete an assessment within 10 days upon receiving a referral on the care leaver or supported living move-on pathways.
- We will make reasonable efforts to contact you to complete a pre-tenancy assessment within four weeks of becoming top bidder on a property through choice-based lettings.
- We will complete a support plan within one week of you coming onto our tenancy sustainment service.

### Our Promise

In addition to the service standards above, we promise to:

- Provide you with the level of contact you want from the Specialist Support Officer as agreed in your contact options agreement.
- Provide information on services to support you.
- Work with you on a voluntary basis until a point where you no longer require our support.
- Accept a self-referral to re-establish support at any time throughout your tenancy.
- Support you to set up utilities and claim the correct benefits once you have moved into your accommodation.

### Our Values

These are our values and the behaviours you can expect of our team when delivering our service to you:

- We will do what we say we will do and if we can't, we will keep you informed and explain our reasons why.

- We will act in a professional manner to you, your family, and other professionals supporting you.
- We will treat you as an individual, with dignity, respect, and kindness.
- We will actively listen to you showing empathy.
- We will promote an inclusive environment, respecting diversity, and beliefs.
- We will respond to you in a timely manner, communicating quickly and effectively.
- We welcome new ideas from our service users and residents to improve our service, keeping you informed along the way.
- We will work together as a team to ensure you receive a seamless service.
- We will work collaboratively with internal departments and external professionals.
- We will use plain English without jargon and abbreviations when talking or corresponding with you.
- We will be transparent, giving clear and accurate answers to you.

## What we expect from you

Please always treat our staff and other service users with respect (in person, on the phone, or in writing/email).

We will not tolerate verbal or physical abuse, or aggressive or bullying behaviour and will take appropriate action where this occurs, such as limiting contact and may put your tenancy or service at risk.

## Feedback

We always welcome feedback from our customers - the good and the bad.

We hope our service makes a difference to you or a loved one and if you would like to say a thank you or compliment the team, please email [tenancy.sustainment@stevenage.gov.uk](mailto:tenancy.sustainment@stevenage.gov.uk) or call 01438 242912.

If we didn't get something right, we would like the opportunity to make it right and improve our service in the future.

To make a complaint about our service you can use the [compliments and complaints online form](#) on our website or phone 01438 242242.