

WAVERLEY HOUSING CUSTOMER SERVICE STANDARDS



ESTATE MANAGEMENT

We will:

- Inspect all empty properties and complete all necessary works to bring the property to Waverley Housing's 'lettable standard'.
- Visit all new tenants within a 5 week timescale from their entry date, to see how they are settling in and to obtain feedback on our allocations process.
- Carry out regular estate visits of all estates and record irregularities for action, such as untidy gardens, damage to footpaths, lighting etc.
- Carry out twice yearly estate visits with a Board Member of the area being inspected, to inspect environmental issues.
- Carry out regular estate visits to identify items such as dumped rubbish and fly tipping and to arrange removal within 10 days of a report.

A copy will be provided to all applicants receiving an offer of tenancy, to inform them of our 'lettable standard' prior to viewing of properties for relet, as well as other standards which can be expected when becoming a tenant of Waverley Housing.

This document is also available in other languages, large print, and audio format upon request.

(Russian)

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

(Polish)

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

(Czech)

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

(Portuguese)

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

Mar 2010