



## Your Tenancy

### Tenure

These service standards set out the service you can expect from KHT regarding how we manage your tenancy.

We will provide all our tenants with tenancy agreements that are easy to understand.

We have a wide range of accessible policies and procedures to support tenants in their homes and ensure that they are aware of their rights and responsibilities.

All our policies are available on request.

#### **Service Standards – Tenure**

- We will complete a pre-tenancy assessment with all customers to assess the level of support they require.
- We will take into account the circumstances of customers who have been offered a property. Extra time to move may be offered to customers in need of flexible or enhanced services.
- As part of the sign up process all prospective new tenants will be assessed for additional intensive support to be provided when necessary by the KHT Tenancy Sustainability Team.
- Where required we will visit new tenants within 28 days to ensure that they have moved into their property and provide any further assistance required. We will visit customers who may need flexible or enhanced support within seven working days of moving in.
- We will process succession requests within 10 working days, mutual exchanges within 42 calendar days, or any other tenancy changes on receipt of required documentation within 10 working days.
- We will carry out annual tenancy checks on at least 10% of our properties.
- Any tenants who are struggling to maintain their tenancies will be signposted to support agencies and referred to the KHT Tenancy Sustainability Team
- All starter tenancies will be reviewed after 10 months and, if appropriate, converted to assured tenancies within 12 months of the start of the tenancy.
- KHT has the ability to extend the starter tenancy beyond 12 months if there is cause for concern in relation to the tenants behaviour

***This information forms part of the Your Tenancy Local Offer***