



# Housing Management

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We will provide a pro-active and flexible housing management service to help you sustain your tenancy, and where necessary, we will refer you to our dedicated support team



We will achieve this by:

- Giving you a copy of the tenancy agreement at viewing and explaining it thoroughly at sign up
- Giving you an information pack at sign up, a new tenant visit appointment and the details of who your Housing Officer/Sheltered Housing Officer is and how to contact them
- Explaining what your tenancy responsibilities are and what PHPs landlord responsibilities are
- Being honest and clear about what you can and cannot do in your home
- Explaining how you can report problems and issues
- Discussing the services available from PHP with you
- Providing all sheltered housing residents with calls and / or visits tailored to individual needs, Monday to Friday, and if required, additional calls or visits at times when extra support is needed
- Ensuring residents in extra care housing all receive an annual assessment of their housing needs through a tenancy review visit
- Offering you a private, face to face appointment with your Sheltered Housing Officer or Housing Officer should you need this
- Visiting you when you inform us that your needs have changed if you live in sheltered housing
- Ensuring that if you live in sheltered housing and receive regular visits or calls from your Sheltered Housing Officer, that you will also receive an annual tenancy review visit to assess your needs and offer or signpost you to any support identified and agreed with you
- Explaining options around moving to more suitable accommodation and offering support if appropriate
- Understanding the property is your home and treating it as such
- Regularly maintaining the equipment in your home to help keep you safe
- Providing regular surgeries at sheltered schemes and advertising dates on website and on scheme

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- Working with partner agencies to help you sustain your tenancy and giving you relevant advice and offering support where necessary
- Being clear about the process if you need to report Anti-Social Behaviour, whether the matter will be dealt with, what is needed from you and the next steps
- Processing your Right to Buy application in accordance with current legislation
- Providing a selection of guest bedroom accommodation for use by visitors to sheltered housing scheme residents, subject to availability
- Considering your needs when delivering services and making reasonable adjustments when appropriate
- Promoting the opportunity to work with us to develop a 'block promise' to all our communities
- Providing notice boards in all communal blocks



## Contact us

Tel No            0800 652 3900  
 Email            enquiries.php@poole.gov.uk  
 Website        www.yourphp.org.uk



## Alternative formats

If you would like this document in large print or in a different format, such as Braille or audiotape, or translated into a different language, please contact us on 0800 652 3900, or email enquiries.php@poole.gov.uk



Pooler Housing Partnership Ltd

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