

The Papworth Trust Tenant Charter is based on our values and aims to make sure we are clear with you - our tenants - about what you can expect from us as your landlord and what we expect from you as our tenants

Papworth Trust will work with you by being fair, honest and respectful:

We will:

-  **Be polite, professional and treat all tenants with respect**
-  **Be easy to contact, with helpful, knowledgeable staff**
-  **Be honest about what we can and can't do**
-  **Aim to respond to within five working days of receipt. Where a query will take longer than five working days' further timescales will be provided**
-  **Protect your personal information**
-  **Allocate a Housing Officer who will work with you to sustain your tenancy, including an annual visit to your home as a minimum**
-  **If you are a new tenant we will visit you within six weeks of you moving in**
-  **Provide a clear complaints process in line with best practice**
-  **Contact you if there is a problem**

We expect you to:

-  **Treat our staff and contractors with respect at all times**
-  **Pay your rent in advance**
-  **Contact us if you are struggling to pay your rent so we can offer help and guidance**
-  **Keep to the other terms of your tenancy agreement**
-  **Contact us if you have a change in your circumstances**
-  **Tell us if any of your contact details change**



Papworth Trust will work with you to have a choice and be in control:

We will:

-  **Ensure you receive clear, accessible and prompt information on the issues that matter to you**
-  **Provide a range of ways to get in touch with us**
-  **Provide you with quarterly rent statements and quarterly housing and maintenance updates**
-  **Inform you clearly of changes to your rent or other charges**
-  **Provide updates on our performance, how the organisation is run and key issues in our annual report for tenants**
-  **Ensure our website is user friendly and provides improved self service**
-  **Provide a range of ways to pay your rent**

We expect you to:

-  **Contact us if you need help to understand any information we send you**
-  **Tell us about any help you need to access our services**
-  **Work with us to rectify any breaches to your tenancy agreement quickly**






Papworth Trust will support you to have a voice and be heard by providing opportunities for feedback & by working with you to shape and scrutinise its services you receive:

We will:

-  **Provide a Tenant Scrutiny Panel whose role will be to work with us to independently scrutinise and hold the Trust to account for the decisions we make that affect the quality of your home and the services you receive**
-  **Provide a Tenant Experience Panel whose role will be to continually look at all aspects of the tenant journey in the service and provide recommendations for improvements**
-  **Offer a menu of involvement opportunities providing a range of options for you to get involved at a level that suits you**
-  **Provide training and support to enable you to feel confident to get involved**
-  **Encourage and promote tenant involvement to all new tenants when they move in**
-  **Seek your views on our housing service and work with you to improve areas of concern**
-  **Conduct customer satisfaction surveys regularly and share the results with you**









We expect you to:

-  **Get involved**
-  **Provide valuable feedback, views and suggestions to help us improve our services**
-  **Give us the opportunity to put things right when they go wrong**



Papworth Trust will put you at the heart of everything we do and support you to have the home you want and community services you need

We will:

-  **Invest in our properties to provide a home you can be proud of**
-  **Deliver a service that presents value for money**
-  **Provide a 24/7 service for reporting emergency repairs and for a response within 24 hours**
-  **Allocate all other repairs on a priority-based system taking into account the repair and your circumstances**
-  **Aim to complete your repair on the first visit**
-  **Tell you of any planned maintenance in advance, giving details of the expected date, scope of work and your expected involvement**
-  **Investigate anti-social behaviour complaints in a fair and impartial way recognising that every case is different**
-  **Work with you and relevant partners to investigate and help resolve issues causing concern to you and your community**

We expect you to:

-  **Tell us as soon as possible if your property needs a repair that we are responsible for**
-  **Co-operate with all reasonable requests to access your home, e.g. to carry out safety checks**
-  **Keep to your appointments and let us know as soon as possible if you need to rearrange a visit to your home**
-  **Look after your home and carry out repairs that are your responsibility**
-  **Treat your neighbours and the wider community in the same way you would like to be treated**

