

tenancy management policy

The following document provides you with a brief summary of our Tenancy Management Policy and sets out the level of service you can expect from believe housing.

The Tenancy Management Policy sets out our approach to providing an efficient and effective tenancy management service. The policy and underlying procedures, which are set out in our tenancy management toolkit, are in place to ensure we provide a service which reflects our statutory responsibilities and good practice. By providing robust and consistent tenancy management, we are doing everything reasonably possible to build vibrant, resilient communities and delivering a high-quality customer service. The following information clearly explains what you can expect from us; and what we can expect from you.

tenancy management

believe housing

- Ensure we make the best use of our housing stock.
- Ensure that we meet our statutory and regulatory responsibilities.
- Provide a decision-making process that is consistent, clear and fair.
- Deal with customers sensitively and effectively, especially at times of personal grief and difficult circumstances.
- Ensure processes are inclusive.

customers

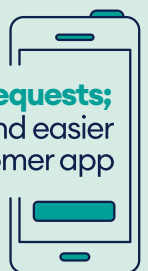
- Adhere to the responsibilities set out within your tenancy agreement.
- Let us know of any change in circumstances relating to your tenancy.



how to contact believe housing

- App: [click here to download](#)
- Call: **0300 1311 999**
- Email: hello@believehousing.co.uk
- Visit: www.believehousing.co.uk

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view our tenancy management policy on our website at: www.believehousing.co.uk/policies