

# Tenant Involvement Visits

The Tenant Involvement Officers at TDC work together to create an active role within your community where we make sure that our tenants voices are heard and that the delivery of housing services are right for you. We will take on feedback from our tenants to tailor and improve on the services you need based on the individual neighbourhood.

## To do this we will:

- Always send you a letter explaining our intention before we come to visit.
- Be in attendance on time or within the specified time frame.
- Ask you a series of questions about your tenancy, ensuring you are happy and safe in your home.
- Ask you questions regarding the members of your household, any special support needs and ask for you most updated contact details to keep our records up to date.
- Carry out a general inspection of the property ensuring that there is nothing that breaches the tenancy or any issues the repairs team need to be aware of.
- Be a contact for you to discuss any issues, questions or concerns regarding your housing needs; we can also signpost you in the right direction for queries outside of your housing needs.
- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Tell you how to make a complaint if you are not satisfied with the service that you have received from us.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get it right first time.
- Listen and act on customer feedback.
- Wear identity badges and introduce ourselves to you in a polite and professional manner.

## OUR SERVICE STANDARD

# Tenant Involvement Visits

## Benefits of a Tenancy Check Visit:

- You get to know your Involvement Officers and we get to know our tenants better.
- Updating our records with your contact details, making it easier to stay in contact with you.
- We can supply you with the most updated contact details for all areas of the council so that you can always contact us when you need to.
- Giving you someone to stay in contact with if you would like to get more involved within your community.
- Making sure that you are safe and happy.
- Getting feedback directly from you, which can help us provide the best services we can to you and all of our tenants.

## What we ask of you:

- Ensure that the Tenant Involvement Officers have access to your home when they contact you.
- If you are unable to make it on that date and time that you have been contacted with, contact them to rebook for a date that works better for you.
- Be honest with our team so that we can support you with any needs of queries in the best possible way, and help make a difference.
- Respect the rights of Council staff to carry out their duties free from harassment or abuse.
- Engage with us when we arrange ways to contact you about our visits.
- Contact us and give us feedback on the Council's services provided so that we can develop and improve.
- Keep us updated if your personal details and contact details change.
- Respond to surveys relating to our services and how satisfied you are with them.
- Tell us how you would like to get involved with the community so that we can contact you when these opportunities come up.

**If you would like to get in contact with Tenant Involvement, you can do so by the following:**

**Telephone: 01255 686690**

**Email: [tenant.involvement@tendringdc.gov.uk](mailto:tenant.involvement@tendringdc.gov.uk)**

**Offices: 88-90 Pier Avenue, Clacton On Sea, CO15 1TN**