

TENANCY MANAGEMENT SERVICE STANDARDS

The Tenancy Management Team is responsible for dealing with a wide variety of housing tenancy related matters. This includes:

- queries about your Tenancy Agreement
- successions, survivorships and assignment requests
- adding someone to your tenancy
- advice on mutual exchanges
- abandonment
- reports of sub-letting
- garage and parking space rental
- rent payment and arrears

The Tenancy Management Team can be contacted on 01223 457070 or via the General Enquiry Form available on the <https://www.cambridge.gov.uk/contact-us> webpage

We will:

- Call you back within 24 hours for emergencies
- Call you back within 5 working days for non-emergencies
- If a disclosure of Domestic Abuse has been made call back within 24 hours and arrange a meeting within 5 working days
- Reply to letters and emails within 7 working days
- If you request a visit we will call you back within 5 working days to arrange a visit
- Investigate all reports of abandonment and non-occupation within 10 working days
- Provide a decision on Mutual Exchange applications within 42 days

If you wish to pay your rent you can do so in the following ways:

- Pay on the internet at www.cambridge.gov.uk/pay-your-housing-rent
- Pay anywhere that displays the PayPoint sign or at any Post Office
- Pay over the telephone: 01223 457779



Tenancy Management Officers may make unannounced visits to Tenants homes but each Officer will **ALWAYS CARRY I.D.** and would only seek to enter your home without permission if there was an emergency such as a gas leak OR if accompanied by a Police Officer OR if the Court has given us permission. **If you are unsure about whether a visitor is genuine please call 01223 457070.**

If you contact us about **REPAIRS AND MAINTENANCE** your enquiry will be passed onto the Maintenance and Assets Department (**Telephone: 01223 457060**). If you need to report a repair outside of office hours please contact the Out-of-Hours Emergency Department (**Telephone: 0300 303 8389**).

If you contact us regarding disagreements with your neighbours or if you have concerns about a neighbours behaviour we will pass your call to the **ANTI-SOCIAL BEHAVIOUR (ASB)** team (**Telephone: 01223 457950**).

If you wish to make an **APPLICATION FOR A COUNCIL HOUSE** or you wish to enquire about the housing allocation process please contact the Housing Advice Service on **01223 457918**. If you have been accepted onto the Council's Housing Register you will be eligible to **BID FOR HOMES** via the Home-link website, see www.home-link.org.uk

If you are a current Tenant who wishes to **EXCHANGE YOUR HOME** with another Tenant you can find more information on the Exchange Locata website at www.exchangelocata.org.uk or on the Homeswapper website at www.homeswapper.co.uk

If you wish to make a complaint about the service you have received from us please visit the Cambridge City Council website at www.cambridge.gov.uk/compliments-complaints-and-suggestions and follow the instructions.

Please note, once we have passed your enquiry onto another department, the management of that enquiry will be the responsibility of that department

We advise that you contact the relevant department should you require an update on your case or if you wish to provide additional information