



aschamhomes

[www.aschamhomes.org.uk](http://www.aschamhomes.org.uk)

Service Standard

About your  
tenancy

# Tenancy Management

## We will:

- Visit all new tenants within six weeks of them moving into their new home
- Investigate all reports of abandonment and non-occupation within 3 working days
- Respond to any written enquiries about your tenancy rights and responsibilities within ten calendar days
- Carry out tenancy audits on 10% of our homes each year
- Respond to enquiries concerning tenancy successions and joint tenancies within 42 calendar days
- Respond to any enquiry requesting permission to carry out an improvement to your home within 20 calendar days

## The Council's Allocations team will:

- Make a decision on succession cases within 42 days
- Will respond to mutual exchange requests within 42 calendar days