



# TENANT CHARTER

This Tenant Charter explains what you can expect from us and the services we deliver to you.



# OUR TENANT CHARTER

Everything we do has our tenants in mind. We use the term tenants for anyone that has a tenancy, licence or occupancy agreement with us.

## OUR VISION

Creating the right home and environment for every person.

## OUR MISSION

To provide more homes that meet specialist supported housing needs nationally, with advice and support to enable our tenants to thrive in their lives.

## OUR VALUES

We are **honest**, respectful and open about everything we say and do



We **understand** people's housing needs and do our best to help people achieve their goals



We are committed to help our tenants find a **personalised** housing option



We are **approachable** and passionate about everything we do





## WAYS TO COMMUNICATE

WE ARE HERE TO HELP YOU WITH YOUR HOME AND TENANCY

We have a **24-hour helpline** for emergencies and emergency repairs

**We will explain things clearly** and that are easy to understand

You can contact us in different ways, including **email, phone, our website and WhatsApp**

We will contact you **within 10 working days** of receiving an enquiry

We will always be **polite, helpful, and respectful**

**We will respect your privacy** and handle your information carefully

**We can offer extra support** if you ask for it, or if we think you need it

We will treat everyone **fairly and equally**

Our staff and contractors we work with **will always show photo ID** when visiting your home

We can arrange appointments if you request one and will **respect your privacy**

We will provide information in **easy-read formats**

Our website has a tenant section where you can find all the information about **your tenancy and wellbeing**

We will keep your **personal information safe**





## YOUR INVOLVEMENT

Our tenants help us improve our services. We listen to your views so we know what we are doing well and how we can do better.

**We will ask** for your feedback and take action on it, whether it is positive or negative

**We will tell you** how your feedback has helped make changes

**We will offer** different ways for you to get involved, such as project groups, tenant groups, surveys, interview panels, or sharing your experiences

**We will communicate** with you in ways that suit your needs

**We will encourage** people from all backgrounds to get involved so we hear a wide range of views

**We will give** regular updates on how we are performing as your landlord



### WAYS TENANTS ARE GETTING INVOLVED IN OUR SERVICES

Tenants from around the country will be helping us in lots of ways:

- Taking part on a tenant panel
- Taking part in a tenant group to give your views about a subject
- Helping with interviews
- Supporting events
- Attending events
- Taking part in people's stories
- Helping create information for other tenants
- Assisting with our social media



## YOUR TENANCY

We provide housing support from the start of your tenancy and throughout.

### BECOMING A TENANT

- We check that a tenancy is affordable for you and meets your needs
- We provide a home that suits your housing requirements and needs
- We work with your care provider to make sure you have the right support for your personal needs and to help you maintain your tenancy
- If you are eligible, we can help you claim Housing Benefit and Council Tax entitlement
- We provide a Letting Homes fact sheet to explain the property standard when moving in
- We only rent homes that are clean and in good repair



### AT THE START OF A TENANCY

- You will meet your Housing Manager or Housing Officer, and they will explain their role
- You will receive a copy of your tenancy agreement, and we will explain the terms and conditions
- We will visit you six weeks after you move in to see how you are settling in





## YOUR TENANCY *CONTINUED*

We provide housing support from the start of your tenancy and throughout.

### THROUGHOUT YOUR TENANCY

- We provide ongoing housing and tenancy support
- You can access information about your tenancy and wellbeing on our website or on request
- We will keep in touch through wellbeing calls and attend tenant meetings
- You can view your rent balance and statements anytime
- We will work with you if you are having financial difficulties
- We will explain any changes to your rent or service charges clearly
- We will help you raise safeguarding concerns and work with local authorities and other professionals to support you, including best interest meetings
- We will work with you, your care staff, and other professionals to help you resolve challenges and maintain your tenancy
- We proactively initiate Multi-Disciplinary Meetings to give you every opportunity to remain living in their home
- We will consult with you on any major changes to your tenancy agreement and inform you in writing
- If there is a tenancy breach, we will investigate and may take legal action if needed



### MOVING ON OR LEAVING US

- If your home no longer meets your needs, we will help you find another suitable home
- We may offer a mutual exchange service to swap homes with another tenant, subject to your care and support needs. We will give you a decision within six weeks
- If you choose to leave, we will explain the next steps clearly
- We will tell you the condition we expect your home to be left in to avoid any extra charges



## WHAT ENCIRCLE HOUSING DOES



### YOUR REPAIRS

We will ensure your home is well maintained and provide a good repairs service. Our repairs helpdesk is supported by our surveyors.



-  We will make sure your that home is safe and secure
-  Emergency repairs will be attended to within about 4 hours and made safe within 24 hours. Urgent repairs will be carried out within 5 working days, and non-urgent repairs within 20 working days
-  You can report non urgent repairs via our website, by email and WhatsApp
-  We will carry out annual gas safety checks, electrical tests, and fire safety checks
-  We check all properties to make sure that they meet legal requirements
-  We can help arrange services for shared areas if needed, such as window cleaning, gardening, or white goods
-  If an appointment needs to be changed, we will let you know as soon as possible
-  After a repair, contractors will leave the area clean and remove any rubbish
-  Contractors will follow all health and safety regulations when carrying out repairs
-  We will let you know if a repair is your responsibility

## WHAT ENCIRCLE HOUSING DOES



### IMPROVING YOUR HOME

We will keep improving our homes and make sure they are safe and secure. We carry out surveys to help us plan future work, such as new bathrooms, kitchens, heating, doors, windows, and roofs.



-  We will make improvements where needed so all homes meet our Asset Management Standard
-  We will support you to stay in your home if your needs change, wherever possible. We will work with other organisations and apply for funding when available, such as a Disabled Facilities Grant
-  We will carry out a full survey of our homes every 5 years to keep our improvement plans up to date
-  We paint communal areas in your home about every 5 years. You can choose colours for your home from our colour chart
-  If we plan to improve your home, we will tell you at least three months in advance
-  We will talk to you and listen to your views before making improvements
-  We will contact you at least one month before work starts to tell you who will do the work and when it will happen
-  If you ask to make your own improvements, we will consider your request quickly and let you know the decision within 20 working days – as it may take up to 10 working days to receive notification from the head landlord, and up to 10 working days for us to contact you



## WHAT ENCIRCLE HOUSING DOES

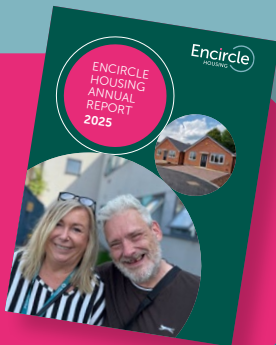


## HOW WE ARE DOING

We will be open and honest about how we are doing and how we are improving our services.

- ✓ We will ask for your feedback and explain how we will use it to make improvements
- ✓ We will continue to improve how we work and how we perform
- ✓ We will carry out courtesy calls every three months to check the quality of repair work
- ✓ We will regularly review our services, finances, and customer satisfaction
- ✓ We will compare our performance with similar housing organisations to see how well we are doing
- ✓ **The results of our performance will be shared...**

In our  
Annual  
Report



On our  
website



In our  
tenant  
newsletter,  
Our Voice





## IF THINGS GO WRONG

We know we do not always get things right. If something goes wrong, we will say sorry and put it right as quickly as possible.

You can find out how to make a complaint in our Making A Complaint fact sheet and our Complaints Policy. These are also available on our website

You can speak to our Complaints Officer about your concern and how to make a complaint. Call 0330 390 0517, email [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk) or contact us via our website [www.encircleha.co.uk/complaints](http://www.encircleha.co.uk/complaints)



We will contact you within 5 working days after you make a formal complaint

For a Stage 1 complaint, we will send you a written response within 10 working days after we have investigated your complaint. We will keep you updated until it is resolved

We aim to fully resolve a Stage 1 complaint within 15 working days where the issue is our responsibility, or the responsibility of one of our contractors or partners

If you are not happy with the outcome, we will talk with you about what further steps you can take. Full details are in our Complaints Policy

We will check that you are happy with the final outcome

We will learn from the feedback that you give us

We will keep your information confidential







## CONTACT US

For more information about this Charter or Encircle Housing:

Call: 0330 390 0517

Email: [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk)

To report a repair call: 0330 094 0142

Email: [repairs@encircleha.co.uk](mailto:repairs@encircleha.co.uk)

Encircle Housing, First Floor, Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

Encircle Housing. Registered Provider of Social Housing number 4784  
and Co-operative and Community Benefit Society FCA Number 8071.

Encircle Housing has charitable rules.