

Creating Strong Communities Through Tenancy Management

Version 1, June 2006



watmos
COMMUNITY HOMES

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Tenancy management is very important to WATMOS Community Homes (WATMOS) and the Tenant Management Organisation (TMO's). Tenancy management services that are accessible and responsive to the individual and diverse needs of the community are delivered by the TMO's on behalf of WATMOS as the landlord.

The TMO's are run by tenants, for tenants. As tenants, the TMO committees are keen to ensure that all tenants know their rights and responsibilities, and are able to get good quality, clear advice on things that affect their tenancy.

What WATMOS and the TMO's aim to do

We are committed to ensuring that tenants know what their rights are. We aim to

- Clearly explain your rights and responsibilities to you when you become a tenant including how we deal with breaches of tenancy conditions.
- Issue all new tenants with a Tenancy Agreement, Tenants Handbook and Rent Payment Card.
- Involve residents in decision making about changes to the Tenancy Agreement or service delivery.
- Offer advice about mutual exchanges, assignments and succession of tenancy.
- Have staff who can offer comprehensive housing advice on your rights to carry out improvements, or make changes to your tenancy.

Security of Tenure

Your tenancy will last for as long as you want providing you

- Pay your rent on time.
- Live in the property as your main and only home.
- Keep to the terms of your tenancy agreement.

Ending your Tenancy

If you wish to end your tenancy you must give us at least 4 weeks notice in writing. If your home is not left in an acceptable condition you will be charged for damaged items.

Improvements to your Home

If you decide that you want to improve your home, your TMO will be able to advise you. Details of how to contact a TMO are at the end of this leaflet. We will not unreasonably refuse permission and will reply to all applications to carry out improvements to your home within 28 days.

Successions and Assignments

Succession means passing the tenancy on to someone else when you die. Assignment means passing your tenancy to someone else. This could be a joint tenant, partner or a member of your family who has lived with you for the past 12 months. If you ask your TMO to take over a tenancy or pass a tenancy to someone else, we will aim to give you a response within 10 working days.



Mutual Exchange

If you ask your TMO to carry out a mutual exchange, we aim to give you a decision within 28 days, although we have 42 days by law.

Violence Towards Staff

If you or anyone who lives with you or visits your home is violent towards WATMOS or TMO employees, committee members or approved contractors, WATMOS or your TMO may take legal action against you.

Changes to your Tenancy Agreement

Changes to your tenancy agreement will only be made after we have consulted you and have your written agreement.

Access to Personal Information

You have a right to see the information we keep on file about you. If you want to do this, you need to give us notice in writing, however we reserve the right to charge you a standard fee of £10.00 for this. We also reserve the right to withhold information from a third party.

Customer Satisfaction

We seek the views of customers from all sections of the community, welcoming feedback and new ideas to assist us to improve and develop our services. We will welcome your views and use them to improve our service.

Reporting to Tenants

WATMOS will report to our tenants on how well we and the TMO's deal with tenancy management in our Annual Report.

Complaints About The Service

Your TMO has a complaints procedure for you to use if you are unhappy about the way WATMOS manages your tenancy. Leaflets on how to compliment, comment, and complain are available from your TMO office details of which are at the end of this leaflet.



Who to contact

You can contact your TMO at the following

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall, WS8 6JA

☎ 01543 453659

☎ 01543 452905

✉ avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall, WS2 8NN

☎ 01922 613292

☎ 01922 746949

✉ burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House, Tantarra Street
Chuckery, Walsall, WS1 2HS

☎ 01922 644456

☎ 01922 640841

✉ chuckery@watmos.org.uk

Delves East and West TMO Office

West Bromwich Road
Delves, Walsall, WS5 4NW

☎ 01922 720790

☎ 01922 638658

✉ delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall, WS3 2AW

☎ 01922 493266

☎ 01922 493266

✉ leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

☎ 01922 400219

✉ sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

☎ 01922 682539

✉ twincrecents@watmos.org.uk

Watmos Community Homes

29 Stafford Street
Walsall WS2 8DG

☎ 01922 471910

☎ 01922 612967

✉ info@watmos.org.uk

You can find more information about WATMOS and the TMO's at www.watmos.org.uk

This leaflet is about **Creating Strong Communities Through Tenancy Management**. If you need help reading or understanding the contents of this leaflet, please contact your TMO Manager who can arrange any of the following:

Large print, Braille, audio tape or other languages.



