



Thanks to the **166** customers who shared their views in our recent survey. You helped us look closely at how and when Tenancy Management Officers visit homes - especially when there are concerns about property condition, gardens, or extended absences.

What did you say and what will we do

A majority of you supported our proposed **visit timescales**, which will be added to the procedure by March 2026.

- Within **1** working day for urgent property or tenant well-being concerns.
- Within **5** working days when no priority work is required and access is safe.
- Within **2** working days when priority work is needed but access is unsafe.
- Within **5** working days after an extended absence.
- Within **3** working days for urgent garden concerns (overgrowth, vermin).
- Within **10** working days for non-urgent garden issues (overgrowth only).

You said

- Some of you didn't realise you need to let us know if you'll be away from home for a while.
- Some customers felt vermin issues should be made within 1 working day due to health risks.

We did

- ✓ We understand you may need to be away from home for a while. If so, please let us know, as your Tenancy Agreement asks you to inform us of any long absences. This helps us keep your home safe, your rent up to date, and ensures we can contact you in emergencies. We'll remind you of this at sign-up, and it's also noted in your agreement.
- ✓ We're aware of concerns about vermin and related health risks. While we aim to respond within 3 working days, we're currently unable to shorten this timeframe due to limited resources. For external areas, please contact pest control directly, as set out in your agreement.