



# Housing Services

Housing Management Service Standard



MANCHESTER  
CITY COUNCIL

# Why Service Standards Matter for Our Residents

Service Standards are essential because they set out what residents can expect from us in a clear, transparent and consistent way.

They help to build trust by ensuring that services are delivered fairly, efficiently, and with respect valuing, the needs of our residents.

By defining response times, levels of support, and communication commitments, service standards will allow residents to hold us accountable and feel confident in the quality of service received. They also promote better outcomes by encouraging early intervention, supporting tenancy sustainment, and fostering a more inclusive and responsive housing management service

To inform the development of our tenancy management service standard framework, we have conducted a review of service standards across a range of UK housing providers, including registered and local authority providers. Each provider outlines clear expectations about tenancy management.



## Our Commitment to You

These service standards are developed to support the vision of Housing Services, A Place called Home, which sets out to establish and deliver a resident led housing service for residents that live in our homes and communities.

A Place called Home is made up of three key priorities:

Resident-led services, putting **you** at the heart of everything we do



High-quality housing services and **home** improvements for warm, secure sustainable homes



Welcoming, safe and vibrant **neighbourhoods**



# Your Housing Officer

Every resident living in our homes will have a named housing officer at the point of moving into the home.

The Housing Officer plays a vital role in the effective management of tenancies and the delivery of high-quality housing services.

The Housing Officer will act as a primary point of contact for the resident, providing support and guidance throughout the duration of the tenancy.

Their responsibilities include conducting property inspections and managing tenancy agreements. Housing Officers will help tenancy sustainment by identifying support needs and coordination with specialist services where needed.

They also promote community engagement.

Through proactive communication, problem solving and being a visible presence in the community, they help maintain safe, secure and well-managed neighbourhoods, contributing to tenant satisfaction and organisation performance.

Residents can check who their named housing officers are on our website.

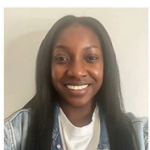


We are committed to delivering housing services that are inclusive and responsive to the diverse needs of our tenants.

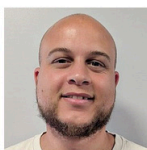
Where tenants are affected by vulnerabilities related to health, disability, or other personal circumstances, we will adapt our service standards to ensure they receive appropriate support.

This may include making reasonable adjustments, offering tailored communication, or working in partnership with relevant support services to help tenants sustain their tenancies and feel safe and secure in their homes.

## Higher Blackley Ward



Allana Jordan  
Riverdale



Christian Krebs  
Higher Blackley South



Sophie McLaughlin  
Higher Blackley North



Owen Stocker  
Cheetham Crumpsall



Joey Bowden  
Cheetham Waterloo East



Sam Wilson  
Cheetham Waterloo West

# Housing Officer Roles & Responsibilities

## **Tenancy Fraud**

The Housing Officer will conduct enquiries into any allegation of Tenancy Fraud within 10 working days of the referral. In that time, they will decide whether a case should be opened, and a more intensive investigation is needed.

## **Concern for wellbeing**

The Housing Officer or Duty Housing Officer will respond to a concern for wellbeing referral within 24 working hours. Within that time, they will decide whether a referral to another agency, such as Greater Manchester Police may be needed and make that referral.

## **Suspect Abandonment**

The Housing Officer will investigate all allegations of suspected Abandonment within 10 working days. Within that time they will decide whether a case needs to be opened for more intensive investigation which may include serving A legal notice.

## **Triage of Safeguarding referrals**

The Duty Housing Officer will undertake a first triage which may include a home visit of all safeguarding referrals within 24 hours. During this period, they will decide whether a referral is needed to specialist services such as our Safeguarding Team or Social Care.

## **Triage of ASB referrals**

The Duty Housing Officer will undertake a first triage which may include speaking to complainants and witnesses. During this period, they will decide whether a referral needs to be made to our Community Safety Team.

## **Tenancy Management Casework**

Any general housing or tenancy management casework will be opened and an investigation started within 10 working days.

## **Decant**

When we receive a request for a full decant from Assets the named Housing Officer will contact the resident to discuss requirements within 5 working days. They will then maintain contact with the resident to support the relocation. Once the required repairs are completed the Housing Officer will support the resident to return home. The Asset Team should maintain contact with the resident throughout the process to provide ongoing support.

## **Emergency Accommodation**

When emergency accommodation is required due to a home being uninhabitable, the Duty Housing Officer will contact the resident within 3 hours. Once temporary accommodation is found the named Housing Officer will maintain contact with the resident throughout the process to provide ongoing support.

## **General Housing Management Enquiries**

Any general housing or tenancy management enquiries will be responded to within 3 working days.

## **Mutual Exchange Applications**

All applications will be approved or refused within 42 days. A written decision will be provided to the applicant.

## **Succession Applications**

All applications will be approved or refused within 28 days (on receipt of all necessary proofs).

## **New Tenancy Visits**

The named Housing Officer will complete a new tenancy visit (PLV) with all new tenants within 84 days.

## **Biannual Tenancy Visits**

The named Housing Officer will complete a biannual tenancy visit every two years.

### **Responding to Emergencies**

The Duty Housing Officer will respond to any emergencies within 3 hours. This includes site attendance if it is needed.

### **Care leavers Support**

The named Housing Officer will contact residents who are care leavers every 3 months to provide any ongoing tenancy-related support to ensure that the tenancy is sustained.

### **New Tenancy Support**

The named Housing Officer will provide new tenant support for up to the first 28 days of a new tenancy. If ongoing support is needed after this period, the Housing Officer will refer to alternative services.

### **Support for no access cases**

The named housing officer will provide support to other colleagues where access to homes is refused to support repairs, compliance checks, home improvement works, or works that are needed to keep homes safe. This could result in legal action of Section 54. Timescales will vary depending on the requirements.

### **Complaints**

Housing Services has a Customer Complaints Policy that ensures that all residents or their representatives can raise a complaint and be confident that it will be investigated and responded to promptly.

### **Garage Application or Enquiries**

The named Housing Officer will acknowledge any application within 10 working days. The named Housing Officer will respond to general enquiries within 3 days.

### **Estate Walkabouts and Audits**

Frequency to be decided as part of the Housing Management Development Plan.

### **RRL appeals**

A Housing Manager will respond in full either granting or refusing the appeal within 56 days once any information requested to support the appeal is provided.

### **Environmental Concerns**

The named Housing Officer will investigate environmental concerns within 5 working days. Referrals may be made to other services or departments if needed, and those will be completed within 5 days.

### **Overgrown or unsanitary Gardens**

The named Housing Officer will investigate reports of overgrown or unsanitary gardens within 5 working days. If required, they will begin the garden enforcement procedure.

## **How We Monitor & Measure Standards**

Monitoring service standards is essential to ensure that our services remain responsive, consistent, and accountable. It allows us to track performance against agreed expectations and standards. It also allows us to identify areas for improvement and to take timely action to address any service failures. By regularly review how well we meet our service standards, we will not only uphold the quality of our service to our residents but also build trust and demonstrate transparency. It also fosters a culture of continuous service improvement across our service area

We will listen to our residents, colleagues and partners to ensure that all feedback is used to make positive changes that will drive service improvement

Performance management reviews will be utilised to highlight areas of excellence and concern to deliver continual improvements

