

# Tenancy Management and Rents

## Tenancy Management

### We will:

- Visit new tenants within two months of them moving in
- Make a decision on mutual exchange requests within:
  - 20 days if you are exchanging with another Ealing Homes tenant
  - 42 days if you are exchanging an outside landlord
- Make a decision on successions within:
  - five days for your spouse
  - ten days for any other eligible successor
- Investigate all reports of abandonment and non occupation within five working days
- Ensure your transfer application has been processed within ten working days.

## Rents

### We will:

- Send you a quarterly rent statement
- Offer you different ways of paying your rent
- Advise you immediately when you become two weeks in arrears
- Offer interviews and home visits for tenants in arrears
- Replace swipe cards within three working days
- Provide support for vulnerable tenants
- Provide advice on benefits and managing debt.