

Tenancy Visits

It is important to us that you can enjoy living in your home and that you have everything you need to sustain your tenancy with PCHA. We also want to check that your home is of a good standard and see if any repairs or improvements are needed – rather like a property MOT! To help us do this, we will visit you in your home periodically.

We will usually make an appointment to visit you at a mutually convenient time.

In addition to any visits which we schedule, you may always contact us directly if you feel an additional visit in your home would be helpful.

New tenancies

New residents are usually housed with an Assured Shorthold Starter Tenancy. Conversion of the starter tenancy to an Assured Periodic tenancy after twelve months is dependent on the way you have managed your tenancy.

We aim to visit you three times during those 12 months as follows:

1. Visit within six weeks of the tenancy start. This is primarily to see if you have any questions about your tenancy or home and to check if there are any outstanding issues in your home.
2. Visit at approximately six months.
3. Visit at approximately nine months.

The visits at six and nine months are to assess and record how your tenancy is being managed. If there any concerns about this, then you will be advised. The final visit will enable us to review whether the tenancy will be converted to a permanent Assured Periodic tenancy, extended, or terminated.



Regular tenancy visits

In addition to 'new tenancy' visits, we aim to visit all our residents regularly, usually once a year. These visits are an opportunity for us to:

- Review the condition of your home and see if any repairs or improvements are needed
- Identify any support or welfare needs you may have
- Check that the information we hold for you, such as contact numbers or email addresses, is correct
- Confirm who is living in your home with you
- Answer any queries you may have about your home or tenancy; although please remember you do not need to wait for us to visit to raise these!



Safety and security

All PCHA staff carry identification, and you can always ask to see this before you allow someone into your home. If you are in any doubt as to whether a visitor is a member of staff or representative from PCHA, please contact the office by phone on 020 8655 3055 for confirmation.