



Our
T&D
Community
Promise

Our promise

means a lot more than just providing you with a home. It's all of the things that we do to provide you with services and support when you promise to pay regularly and look after your home and neighbourhood.

Our Promise to you –



A home that is safe and secure
and maintained to a good standard of repair
(with "right first time" repairs wherever possible)




When things go wrong

(any nuisance reported to us will be looked at by our staff in a sensitive and prompt way)



Opportunities to express your views

(lots of different ways to tell us what you think)



Neighbourhoods where you will be happy to live and work

(clean and vibrant communities that you will be happy to call your home)



Caring staff

who are easy to contact



Support you when you need it

(this can be for families, young people, older residents and anyone struggling to cope, training and employment advice)



To help

you prepare and maintain your tenancy with us
(making you aware of your responsibilities in our Tenancy Agreements so that you can fulfil your side of The Promise)



Your side of the Promise –



Pay your rent regularly and on time
(and let us know if anything changes as soon as possible)



Let us in when we ask
(to do repairs and carry out your annual gas servicing)



Let us know when and if you need some support
(sometimes our lives change and we will help wherever we can)



Be a good neighbour and get involved
(make an effort to get on with your neighbours and get involved in your community to make a difference)



Keep your home clean and tidy and your garden well cared for
(which will keep your community a nice place to be)



All of this is your tenancy agreement in a **nutshell**



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