

Tenancy Sustainment Team Values, Priorities and Service Standards



Our Values Our Behaviours

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Building a world-class city for everyone

Our team priorities are:

- Improving our tenants access to support and services
- Preventing homelessness
- Empowering our tenants to take control of their tenancies
- Helping our tenants improve the physical condition of their homes
- Encouraging personal responsibility
- Being Ambassadors for Oxford City Council
- To deliver positive outcomes for the people we work with
- Providing a professional and comprehensive sustainment service.

Our promise to you:

- We will respond to referrals within 2 working days
- We will contact you to arrange an assessment of your needs within 5 working days of a referral being received
- Listen to the feedback you give and where possible adapt our service
- Be flexible when working with you and let you take the lead on the support you receive
- Monitor our performance and the outcomes we achieve to make sure we provide a great service to you
- To provide a professional service with a well trained and experienced staff team.

