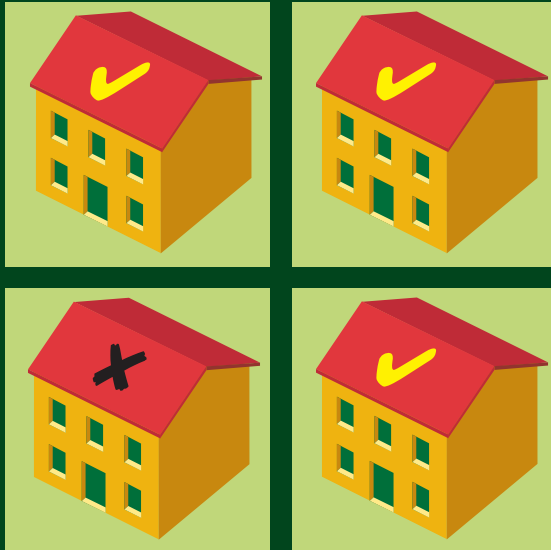


Tenancy Audit



Keeping our homes
safely in your hands

Tenancy Audit

We at EastendHomes will be making sure that only people who are supposed to be living in our properties are the ones actually living there.

What is a tenancy audit?

There is high demand for affordable housing to let and limited availability. This means that whenever a property becomes empty, it is let to the person who needs it most. We will audit tenancies to make sure this happens, so that the right people are living there and the tenancy is genuine.

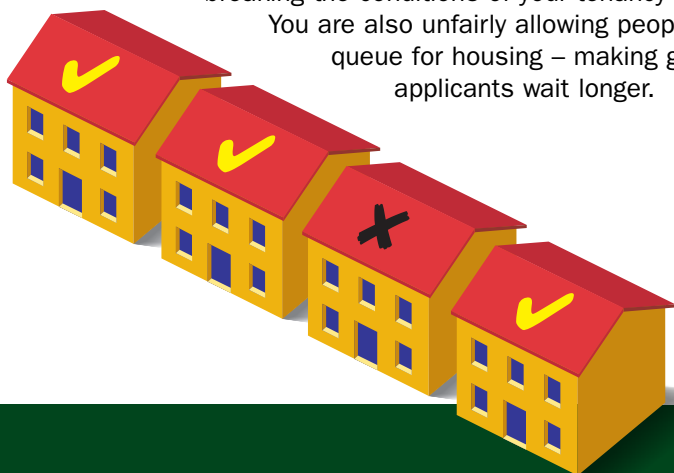
You can call **020 7517 4700** if you need to talk to us about your tenancy. You can also e-mail enquiries@eastendhomes.net or contact your Local Housing Centre.

We will visit properties where concerns are raised to make sure the right tenants are living there. We will try to contact the tenant until we are satisfied that the tenancy is genuine.






Who can give an EastendHomes tenancy?

Only we can give an assured tenancy of our properties. If you sell your tenancy or let your friends or family take it up, you are breaking the conditions of your tenancy agreement.

You are also unfairly allowing people to jump the queue for housing – making genuine applicants wait longer.





-  If you live in an EastendHomes property and you should not be, we will not give you the tenancy under any circumstances.
-  If you are living in an EastendHomes property and shouldn't be, what action will we take?
-  If you have lied to get a tenancy, sold your keys to someone or moved without telling us we will take legal action against you.
-  If you do not end a tenancy properly, we will take possession action on the new tenancy. We also work with the Benefit Agency and the council's Housing Benefit Department to help stop benefit fraud.
-  If we feel there are any problems with a tenancy, a housing officer will investigate. This could include us taking possession action or a criminal prosecution. If we find that someone is living at the property without our permission, we will take legal action to make sure they leave.

We will challenge a tenancy if we have proof that the legal tenant no longer lives there. We won a case where the legal tenant had moved out and allowed a friend to live in his home, but had moved back in before we got to court. Local residents supported our case that the legal tenant had moved out and helped us to reclaim the property.

How can you help?

If you think somebody is living in one of our properties and shouldn't be, let us know and we will investigate.

You don't have to give your name. However, if you do, we will keep all information private and we will let you know the outcome.

How to contact us

EastendHomes Head Office

Tayside House, 31 Pepper Street,
London E14 9RP

E-mail: enquiries@eastendhomes.net

Phone: 020 7517 4700

Fax: 020 7515 0218

Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: mileend@eastendhomes.net

Phone: 020 8880 7055

Fax: 020 8880 7810

Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: islandgardens@eastendhomes.net

Phone: 020 7538 2340

Fax: 020 7537 0512

St George's Housing Centre

Shearsmith House, Hindmarsh Close, London
E1 8HP

E-mail: stgeorges@eastendhomes.net

Phone: 020 7481 4110

Fax: 020 7481 4082

Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: holland@eastendhomes.net

Phone: 020 7456 6700

Fax: 020 7456 6737

Glamis Housing Centre

Ground Floor, Roslin House, Brodlove Lane,
London E1W 3EL

E-mail: glamis@eastendhomes.net

Phone: 020 7791 7947

Fax: 020 7791 7983

You can send us a text message to 07961 941584

Leaflets

We produce leaflets on the following topics

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape



To ask for a different format, please contact your local housing centre.