Welcome

Welcome to your new home. Now that you have moved into your new property, we would like to tell you a little about Harlow Council’s Housing Services and also how you can get involved to help shape and develop the services provided for you.

The Council’s aim is to provide you with a first-class housing management service and, along with tenant representatives, has produced this handbook to help make you aware of the services available to you and to tell you how you can access them.

It contains useful information about and the services provided. This handbook, alongside your tenancy agreement and the Council’s service standards, clearly sets out your rights and responsibilities as a tenant and the standard of service you can expect from Council Officers.

The Council recognises the importance of working in partnership with its tenants and as customers you are best placed to provide information about how services affect you, which will help the Council better understand your needs.

Tenant participation is a two-way process involving the sharing of information and ideas. There are a number of ways in which you can be involved; for further information please see the Tenant and Leaseholder participation leaflet or contact your Tenant Initiative Officer, Zulfi Kiani, on 01279 446330.