

## **Services Provided by Thenue Housing Association**

Thenue is a Registered Social Landlord which means we are a "not for profit" landlord providing affordable housing to rent. We are registered with the Scottish Housing Regulator.

We offer a number of services as listed below, you can find out more about each one by exploring our website, if you require any further information please do not hesitate to contact us.

### **Area Services Team**

- Changes to your tenancy (e.g., succession, assigning your tenancy, joint to single, ending your tenancy etc.)
- Rehousing prospects (a Transfer or Mutual Exchange)
- Estate management issue
- Neighbour or anti-social behaviour problems
- Right to Buy application

### **Income Maximisation Team**

- Provide information to help with paying your rent
- Provide information about your rent account
- Provide you with ways to pay your rent & how much you should be paying

### **Repairs Team**

- The team deal with both emergency and non-emergency repairs

### **Housing Support Team**

- Provide help for you to manage at home
- Retirement Housing

### **Financial Inclusion Team**

- Provide help with debt, money advice or benefit problems

### **Property Services Team**

- Medical adaptations
- Major upgrades to your home (e.g. new heating, windows, kitchens etc.)
- Gas Servicing
- Cyclical projects

## **Finance Team**

- Set up Direct Debit to pay rent

## **Corporate Services Team**

- Talk to us about our service standards
- Become a member of Thenue
- Provide support regarding any complaints
- Provide support regarding General Data Protection Regulation (GDPR) and Freedom of Information (FOI)