**SCHEDULE 7**

**Performance & Monitoring Arrangements**

The main purpose for the Registered Provider in working with another organisation is to ensure the appropriate housing and support service is delivered and that ultimately the customer benefits from those arrangements.

Customers living in properties owned by the Registered Provider are the tenants or licencees of Bromford Housing Association irrespective of the appointment of a managing agent. To ensure the obligations and standards of service required by the Registered Provider are met and customers receive the best possible service it will be essential to review and monitor the services delivered by the managing agent. In order to achieve this the Agent agrees to comply with the following as a minimum:

* **Annual Rent and Service Charges**

The Agent will be required to confirm in October each year their rent and service charge breakdown currently in place for each unit. This is required by the Registered Provider to ensure rents are reviewed in line with the social housing regulatory guidance and to assist in the preparation of revised annual budgets (Schedule 8).

* **Rent and Service Charge Review Notifications**

The Agent will be required to issue formal rent review notifications to customers in a format which provides the required guidance and information for tenants and/or licencees and evidence to the Registered Provider. The Registered Provider will support managing agents as necessary in this process as part of the annual rent review.

* **Empty Homes and Ending Occupancy**

The Agent will submit the agreed 'Empty Homes and Ending Occupancy' form to the Registered Provider on the same day notice is received and/or an occupancy end date confirmed in order to ensure timely responses for safety checks or void works to be completed. To include where occupants transfer within the same scheme.

* **New Customers**

The Agent will submit the agreed 'New Customer' form to the Registered Provider within 3 days of a new occupant moving in or transferring within the scheme.

* **CORE**

The Agent will ensure a completed CORE form applicable to the current year is attached to any 'New Customer' form submitted.

* **Annual Performance Review and Feedback**

Annual meetings will be held to evidence joint working between the parties and to ensure the service continues to meet the needs of the customers.

Current formats of the above monitoring forms will be included with the management agreement, however, will be subject to review and amendment as may be required during the period of the agreement.