

# TENANT CHARTER

At Junction, we pride ourselves on supporting you in your tenancy. This Charter is designed to help you understand your rights in a clear and simple way.



## AS A JUNCTION TENANT, WE RECOGNISE YOUR RIGHT TO:

- Safe, secure and affordable housing
- Security of tenancy, in line with your tenancy agreement
- Housing that meets basic standards and is in a reasonable state of repair
- Be treated with respect regardless of your cultural identity, race, ability, gender, sexual orientation or age
- Respect for the privacy and confidentiality of your information, unless you give permission for your information to be shared, or we are required to share your information by law
- Have our policies and procedures applied to your situation fairly and consistently
- Have your housing needs responded to as they change over time, within the guidelines and resources of the organisation
- Appeal or complain if you do not agree with a decision or service we deliver, and to be kept informed of the outcome
- Have an opportunity to comment on the way we deliver services and manage your tenancy.