

## Our services at a glance

The below table explains exactly what services are available

Service	What's running?
Repairs	<p>Report repairs on the portal or over the phone</p> <p>Repairs being completed:</p> <ul style="list-style-type: none"> <li>• Emergency repairs</li> <li>• Gas servicing</li> <li>• Repairs that take less than one hour to complete or are outside</li> </ul>
Lettings	Letting all property types and mutual exchanges
Tenancy management	<ul style="list-style-type: none"> <li>• Tenancy reviews</li> <li>• Tenancy assignments</li> <li>• Completing legal paperwork</li> </ul>
Estate management	<ul style="list-style-type: none"> <li>• Grounds maintenance</li> <li>• Block inspections</li> <li>• Fire risk assessments</li> </ul>
Housing estate visits	<ul style="list-style-type: none"> <li>• Inspect communal areas</li> <li>• Property inspections</li> <li>• Vandalism</li> <li>• Fly tipping and abandoned vehicles</li> </ul>
Anti-social behaviour and breach of tenancy	<p>Where possible, we will:</p> <ul style="list-style-type: none"> <li>• Carry out safeguarding</li> <li>• Address breaches of tenancy</li> <li>• Address anti-social behaviour</li> </ul>
Financial support, income and tenancy sustainment	<ul style="list-style-type: none"> <li>• Help applying for discretionary housing payments</li> <li>• Clear and friendly advice</li> <li>• Explaining your options and helping you access the right benefits</li> <li>• Support for customers at risk of breaching their tenancy</li> <li>• Signpost to other services or partners</li> </ul>
Employment support	<p>We are offering:</p> <ul style="list-style-type: none"> <li>• Employment, education and training support</li> <li>• Home schooling resources</li> <li>• Advice for school leavers</li> </ul>
Buddy Club	Regular customer support over the phone to help combat isolation, loneliness and help customers access support or supplies
Cafés	Our community cafés – Café 1759 in Bordon and the Round About Café in Mansbridge – are now open with additional safety measures in place