

Living in your home

As a landlord, we have a responsibility to provide a good standard of homes and services. This page provides information about living in your home which you may find useful.

In consultation with our customers, we will be reviewing and developing service standards during 2010. We will ensure we comply as a minimum with the Tenant Services Authority (TSA) national standards. For more information on the national standards please contact us or go to:

<http://www.tenantservicesauthority.org>

For any contact details of local services or businesses try [Cornwall Locally](#).

To enable us to ensure our services meet the needs of all of our residents, we ask that a 'Customer Profiling Form' is filled in and returned. An example form is available to view [here](#). We have recently sent these to all of our residents and we also ask all new residents to submit them. If you have any questions about these forms or would like to know why the information is needed, please read the [information sheet](#) provided, or you can contact our customer service team.

For further information on any of the services or issues below, please click the links.

[Responding to anti-social behaviour](#)

[Reporting anti-social behaviour](#)

[Discretionary garden schemes](#)

[Neighbourhood inspections](#)

[Garages](#)