

Service	Delivered By	PI/Targets/ Standards	Set Up Task	Responsible Officer for Set Up Tasks
Involve residents in the delivery and development of the service	<ul style="list-style-type: none"> • SH staff • TPO 	<ul style="list-style-type: none"> • To be determined 	<ul style="list-style-type: none"> • Develop ideas with TACT and residents 	SH/CCU TL and TPO
Report and monitor tenancy issues when requested by tenants	<ul style="list-style-type: none"> • SH staff • CCU staff 	Record and pass to Advice and Liaison within one working day	<ul style="list-style-type: none"> • Draw up procedures and introduce via staff briefing and training 	SH/CCU TL and A&L TL

