

# SERVICE STANDARD:

## Allocations and lettings



We advertise the majority of our social rented homes in partnership with local authority choice based lettings schemes. On occasion we advertise properties through Rightmove or Zoopla.

### WHAT YOU CAN EXPECT FROM YOUR HOUSING GROUP

We are committed to providing you with an excellent service. This service standard tells you what service to expect from us when you are applying for a home, including:

- How we deal with applications
- What will happen if you are offered a home
- What to expect when you sign up for a home
- What we will do in the first month of your tenancy.

### APPLYING FOR A HOME

We aim to:

- Explain clearly how we allocate and let our homes. In summary, all properties are allocated:
  - In accordance with Your Housing Group's Access to Housing Policy.
  - In accordance with each local authority choice based lettings scheme.
  - Based on housing and support requirements and their ability to sustain a tenancy.

- Provide a digital first approach, enabling you to apply for your home on-line at your convenience.
- Complete a vulnerability and affordability assessment with you.
- Discuss any support needs you may have and with your consent refer you to the appropriate agencies or to Your Housing Group's Money Advice Team.

### OFFERING YOU A HOME

We aim to:

- Provide you with information about your tenancy rights and responsibilities, including information on the rent and other charges.
- Assist you to make a claim for housing benefit or universal credit where needed.
- Arrange an appointment with you to view the property, at your earliest opportunity and accompanied by a member of staff so that we can answer all of your queries.
- Prepare all homes to a lettable standard making sure that they are clean, safe and ready for you to move in.
- Provide you with a minimum of a weekly update on the status of the property you have applied for should this not be ready for immediate occupation.

### DURING THE VIEWING

#### We aim to:

- Discuss with you whether the property maybe suitable for a decoration allowance.
- Answer any queries you may have concerning the property and local amenities.
- Tell you about any outstanding repairs which will be completed before you move in.

### SIGNING UP FOR THE TENANCY

#### We aim to:

- Explain the terms and conditions of the tenancy agreement before you sign it.
- Provide a digital first approach enabling you to enter into your tenancy agreement digitally.
- Promote a rent first approach:
  - If you are in employment you will be required to pay your first week's rent in advance.
  - If your sole income is welfare benefit dependant you will be required to pay a minimum of 50% of your first week's rent in advance.
  - Agree your preferred method of payment and advise you when your first payment is due.

#### Provide you with information which will explain:

- How to access Your Home Hub.
- Other ways to contact us e.g. to report a repair, make a payment, raise a query, access to money advice support etc.
- How to make an appointment for a gas turn on and test.
- Useful tenancy and property information e.g. details of the utility providers for the property and how to contact them.

### AFTER YOU HAVE MOVED INTO YOUR NEW HOME

#### We aim to:

- Make contact with you within 4 weeks of your tenancy starting, to check that you have settled in.
- Ask your opinion of the condition of your new home when you moved in and your opinion of our lettings service.

### HOW WE WILL MONITOR THESE SERVICE STANDARDS:

- After you have moved in, we will contact you to complete a survey to ensure we are meeting our service standards. We will measure your overall satisfaction with the service provided by our lettings team. Your feedback will be reviewed and used to improve our allocations and lettings service.

### WHAT WE EXPECT FROM YOU:

- To provide all of the required information we need as part of your application and tenancy sign up accurately and in a timely manner.
- To attend a property viewing within 2 days and to accept an offer of a property within 24 hours, following a viewing.
- To make an advanced rental payment.
- To contact us to arrange an appointment for a gas turn on and test, when you move into the property.
- To provide feedback on the standard of the property and also the lettings service you receive from us.

**Our aim is to ensure that all properties which are re-let are free from the need to carry out immediate maintenance, clean and that all equipment, fixtures and fittings are in working order, complying to safety standards. These are the minimum standards that we aim to achieve prior to a new customer moving in.**