



Service Standards

Allocations and lettings

Your Housing Group is required by the Regulator of Social Housing to ensure that when we rent out our homes, we do so in a fair, honest, and efficient way, that considers the housing needs and aspirations of existing and potential new customers. This service standard sets out how we will do this.

What will we do for you...

- Provide an easy-to-understand housing application process and lettings experience, supported by a knowledgeable and trained housing team.
- Help you throughout the allocations and lettings process, providing advice on how we process applications, what happens when you are offered a home, what to expect when signing a tenancy agreement with us and what to expect when you move into your new home.
- Communicate with you in a way that is respectful and fair whether that be in your chosen language by providing suitable translation, a signer, or offering information in other formats such as audio, large print, or braille.
- Offer empty adapted homes to those customers who need adaptations in their home and make appropriate decisions when matching available homes to people with specific requirements.
- Provide clear and relevant advice with housing options to enable you to make informed choices.
- Provide easy to access digital services for those of you who prefer to access our services in this way and offer support to those who can't, by providing alternative options.
- Provide opportunities for home swap (mutual exchange) through a variety of digital channels, including our own offer to enhance rehousing opportunities.
- Ensure decisions are fair and we are honest in our approach and response.
- Utilise our website to enable you to self-serve as much as possible. We will aim to provide information on our processes, local authority details where we have homes, share available amenities, explain how our arrangements with local authorities' nomination and Choice Based Letting agreements work, what to expect, on-line forms and how to contact us.
- We want to ensure our service is quick, easy, and friendly.

All we ask of you in return is...

- That you provide us with the information we need during the application and onboarding process.
- That you attend a viewing and let us know within 24 hours whether you want the home.
- That you arrange for the reconnection of the gas supply (if applicable) when you move in.
- That you contact all utility providers to advise of change of address or register as a new customer.
- That you arrange for home contents insurance of your personal belongings.
- That you provide us with feedback on our lettings process, customer onboarding experience and the condition of the home. This helps us continually improve our services.

We will know we are getting this right by...

- Using the four Tenant Satisfaction Measures (TSMs) that relate to allocations and lettings, as laid out below:
 - 1 Overall Satisfaction
 - 2 Satisfaction that the landlord keeps communal areas clean and well maintained
 - 3 Satisfaction that the landlord listens to tenant views and acts upon them
 - 4 Satisfaction that the landlord keeps tenants informed about things that matter to them
- Using feedback from surveys, complaints, and compliments to improve our service.