

Allocations and lettings

service standard 2008-09



We aim to provide a fair and accessible allocations and lettings service for all customers who apply for housing.

When you make an application for housing we will:

- Provide a summary of our allocation policy with every application form. This includes details about who is eligible to register
- Add your completed application to the HomeLink register within five working days of receiving your form
- Send you a letter telling you your registration number, which band you are in, how to bid and a guide to waiting times and property availability
- Contact you within five working days of receiving your form if we require more information to help us assess whether you qualify to go onto the housing register
- Return your application to you within five working days of receiving it if it is not filled in correctly, explaining what you need to do next
- Identify any support we can offer to help you bid for properties and help you keep your tenancy when this has been offered
- Reassess your application, update it on the register and inform you of any changes to your position within 10 working days of you telling us about a change of personal circumstances
- Contact you at least once a year to check your circumstances are the same and to review your application
- Inform you why you do not qualify within five working days of receiving all relevant information, if this is the case
- Give you advice on other options for finding accommodation if you do not qualify for the housing register
- Provide you with an opportunity to appeal against any decisions regarding your application and a right to a review of your application.

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When you are bidding for properties we will:

- Provide you with the name of a member of staff who can offer support and advice about bidding and also make sure you receive any necessary support from other agencies
- Give you the opportunity to bid on up to three properties each week
- Give you the option to have someone to bid on your behalf, such as your carer or support worker
- Advertise properties weekly in the Nottingham Evening Post, on the HomeLink website and in local housing offices
- Provide accurate information about each property advertised
- Tell you whether you have placed your bid successfully
- Give general information for individual properties not advertised
- Help you make better bids if you are either not bidding or have made a lot of unsuccessful bids.

When we offer a property we will:

- Make the offer to the first eligible bidder within two working days of the advert being closed
- Arrange for you to look at a property before you sign for the tenancy
- Review any help you may need at the time of the viewing.

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To make sure that you are kept informed at all times we will:

- Provide a weekly summary about waiting times and banding within five working days of each property being let
- Make all allocations and HomeLink information available in different languages and formats on request
- Send HomeLink newsletters to all applicants twice a year
- Carry out an annual customer survey, publish the results in the HomeLink newsletter and tell you how we will use the information to improve our services
- Survey all new tenants to ask them about their experience of the allocations and lettings process, and use what they tell us to improve our service.

