

# Allocations & Moving into Your New Home Service Standards



We are committed to building strong and sustainable communities where residents feel safe and want to live.

We use our allocation policy to ensure that we complete appropriate pre-application checks, offer homes to applicants that meet their housing need and who can make positive contributions to the community. We use our Tenancy Agreement to give details on how we expect you to run your tenancy and what action we will take if you do not.

You can find more information on your new home in our Void Lettable Standards.

We will:

- Let homes in line with our policies.
- Process fully completed applications to transfer or join our housing register within ten working days.
- If you feel that you are vulnerable, we will offer you a more tailored service to meet your needs.
- If you are a transfer applicant, you will be visited in your home prior to being offered alternative accommodation to inspect the condition of your home and to offer you advice and guidance.
- Carry out vetting checks and assess your ability to sustain your tenancy.
- If there are major works to your new home within a year of you moving in, (such as an upgrade to the kitchen or central heating) we will tell you about this when you sign up for the tenancy and give you an approximate timescale for completion.
- Make arrangements to meet you to view the home and discuss the offer.
- Tell you how much rent you will pay each week and give you an approximate date for when you can move in.
- During the viewing we will discuss with you whether a decoration allowance is required and if so, how much.
- Tell you about any repairs that still need to be done.

- Offer you a face to face or an electronic option for signing the necessary tenancy documents.
- Give you a copy of our Tenants Handbook which will explain issues such as how to report a repair, when and how to pay your rent and how to contact us in an emergency.
- Provide you with details of the current utility companies at sign up.
- Carry out Introductory Tenancy Visits within the first 6 months of your tenancy starting.

## How can you be sure we are meeting these standards?

We will:

- Ask you to complete a “new tenant” feedback form, within 6 weeks of your new tenancy starting.
- Use our in-house management performance systems to ensure we are meeting timescales.
- Involve our Tenants Panel in writing and reviewing our policies and standards.

