

Service Standards

Lettings Agency

The Lettings Agency aims to deliver an excellent service to all customers. The following information advises you about the service you can expect to receive from us.

The service standards cover:

- Applying for housing
- Receiving an offer of accommodation

Applying for housing. We aim to:

- Register your application within ten working days of receiving your completed registration form.
- Confirm your registration by letter advising you of your registration number, your priority category, and include a leaflet explaining the Choice Homes choice-based lettings scheme.
- Contact you either by phone or in writing (letter or e-mail) if your application is not fully completed and explain to you the information we need to complete your registration. This will be done within ten working days of receiving your application.
- Deal with any changes to your housing application that you tell us about (such as changes of address, additional household members) within ten working days of receipt.
- Write to you every year to ask you to confirm that you want to remain on the housing list.

Receiving an offer of accommodation. We aim to:

- Contact you in writing and by telephone if we have your number, within five working days of the bid closing if your bid for a property under the Choice Homes scheme is one of those being considered for an offer.
- Provide you with the following information about the offer:
 - The time and location for viewing the property
 - Who to contact in case of any queries
 - What your position is on the queue of bidders for the property compared to other applicants who have also been invited to view (we normally invite the first five people in the bidding queue to the viewing)
 - Any other information that you may need to supply, such as proof of identity
 - The Council's 'Lettable Standard', which sets out the minimum standard of repair/cleanliness you should expect see in an empty property
- Give you at least two calendar days notice from the date we notify you about the offer to the viewing date.