

# ALLOCATIONS

## Letting our homes

We will build successful and sustainable communities by allocating properties in line with our allocation policies. We want to provide an efficient lettings service that helps you find a home suitable for your needs, in an area you want to live and which makes the best use of available housing.

## Applying for re-housing

### We will:

- Provide clear advice about your housing options at the first point of contact through our customer service centre, housing offices or website.
- Offer help and advice on completing the application form.
- Register your application for re-housing within 10 working days.
- Write to you within 10 working days to confirm whether or not your application has been accepted, or if further information is required.
- Advise you of our mutual exchange scheme if you are an existing tenant.

## Offering you a home

### We will:

- Hold a private interview with you and tell you in advance what information you need to provide when we make a provisional offer.
- Arrange for you to view the property before you sign up for it.
- Carry out 100% pre tenancy checks and assess your ability to maintain your tenancy.

- Make sure that offers of accommodation are suitable for your needs.
- Listen carefully to the reasons if you refuse a property.
- Make the best use of properties that have been adapted.

## Moving into your home

### We will:

- Tell you the date the tenancy will start
- Agree a time for you to sign for the tenancy
- Provide information on our services and how you can contact us
- Give you a copy of your tenancy agreement and take time to explain it to you
- Tell you how to contact the utility companies including water, gas and electricity.

## Mutual Exchanges

Assured tenants have the right (with the Landlord's written permission) to swap with another Housing Association tenant with an Assured Tenancy.

## We will:

Respond to all mutual exchange requests within 10 working days.

Service Standard	Target
Register applications for re-housing	10 working days
Carry out pre tenancy checks	100%
Acknowledge your application	10 working days
Respond to all mutual exchange requests	10 working days

## How can you be sure that the Together Housing Group is meeting these standards of service?

### We will:

- Contact you once you have moved in to ask for your feedback and to check that we are meeting our service standards.
- Regularly check service standard promises with tenant representatives and as part of our scrutiny function.

## Contact us

In the first instance, please visit our website [www.togetherhousing.co.uk](http://www.togetherhousing.co.uk)

### Or call:

0300 555 5561	WAKEFIELD
0300 555 5556	ROSSENDALE
0300 555 5559	COLNE
0300 555 5557	CALDERDALE
0300 555 5558	SHEFFIELD
0300 555 5560	BLACKBURN
Our office hours are 9am until 5pm Monday to Friday.	

**Note:** - We have a complaints process that is quick, clear and accessible. Please refer to our Complaints Service Standard for details.

TH Allocations V1.1 - Jun 17, review Jan 2018

