

# Getting a Home Service Standard



We will let our homes in accordance with our allocations policy which is available on our website. On request we will signpost you to homes that are available to rent or to buy.

This service standard explains what you can expect from us and how we deliver our service.

## Applying for housing

We will:

- Provide clear advice about your housing options when you contact us through our website, customer service centre or housing offices.
- Offer help and advice on completing the application form, including signposting to other agencies where necessary.
- Process your application for housing within 3 working days.
- Email or write to you within 3 working days to confirm whether or not your application has been accepted onto our list, 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 telephone interview with you to understand if you need any support and advice that will assist you in your new tenancy.
- We will advise what information you need to provide at sign up for the property.
- Arrange for you to view the property before you sign up for it.
- Make sure that offers of accommodation are suitable for any specific needs you may have.

- Listen carefully to the reasons if you refuse a property.
- Make the best use of properties that have specific adaptations.

## 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 about your obligations including how to pay your rent.
- 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:

- Acknowledge your mutual exchange request within 5 working days.
- Signpost tenants applying for a transfer to the mutual exchange scheme.
- Make a decision on your mutual exchange request within 6 weeks.

# Service Standard Targets

We will:

Actions	Target
1. Process your application for housing within	3 working days
2. Carry out pre tenancy interviews	100%
3. Advise transfer tenants of mutual exchange scheme	100%
4. Acknowledge mutual exchange requests within	5 working days
5. Make a decision on a mutual exchange request within	6 weeks

## Your responsibilities

- To tell us about any change of circumstances regarding your housing application.
- To respond to our request to provide additional information to support your housing application.

## 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.
- Use our housing management performance system to check we are meeting the timescales.
- Monitor customer feedback including compliments and complaints to check we are meeting our service standards.
- Deliver services which are designed to be accessible to all. We will monitor these services to ensure we operate fairly and without discrimination.

## Contact us

In the first instance, please visit our website **togetherhousing.co.uk** or call **0300 555 5560**

Our opening hours are 9am until 5pm Monday to Friday.

