

Service Standards

Lettings and Rehousing

At Wansbeck Homes our aim is to be:

‘A caring organisation committed to quality services, affordable homes and working together to build confident communities.’

We recognise the importance of having fair and consistent ways of letting homes.

Our aim is to make sure applying for housing is easy and homes are let at a good quality standard to those in greatest need. This service standard sets out what you can expect when you apply for housing and take up a new tenancy.

Applying for housing, we will:

- Provide you with advice and assistance on making an application.
- Provide you with our application form, information on how we allocate our homes and a copy of ‘A charter for housing association applicants and residents’.
- Make available on request a copy of our allocation scheme free of charge.
- Register your housing application on a list and provide you with a receipt.
- Undertake a series of checks to make sure you are eligible to be considered for housing.
- Verify your application by visiting you at home or by arranging an office interview if you live outside Wansbeck District.
- Explain the reason if we decide to give your application less priority due to your unsuitability. If you are not satisfied with the level of priority given to your application, you can appeal in writing within 21 days of the decision being made.
- Review your application every 6 months.
- Give you the right to see certain personal information we hold about you.
- Promote the efficient use of homes by encouraging tenants to swap accommodation more suited to their family needs by applying for a mutual exchange.

Making an offer, we will:

- Check to make sure your circumstances have not changed.
- Contact you and send a letter confirming the address of the property and a breakdown of the rent and charges you will pay.
- Cancel the offer if you do not respond to the letter in 5 working days.
- Keep you informed of the progress of the property during the reletting period.
- Make sure all properties reach the lettable standard before reletting.
- Keep the periods that properties are empty to a minimum.
- Accompany all prospective new tenants when viewing a home.

Accepting a property, we will:

- Arrange a comprehensive 'signing up' appointment that will include details of the Tenancy Agreement, methods of how to pay your rent, and assistance in claiming housing benefit should you need to do so.
- Provide you with a 'New Tenant Pack' which will contain information about your home and your rights as a tenant.
- Ensure that any outstanding repairs are completed within certain time limits.
- Visit you four weeks after you move in to discuss any problems you may have.

You can help us by:

- Ensuring you complete your application in full, sign it and provide the required evidence with it.
- Responding to our enquiries promptly so we can make sure your application is correct.
- Providing a telephone number on your application so we can get in touch more easily if we have a query.
- Informing us promptly of any change in circumstances.
- Responding to any surveys we may undertake to find out how satisfied you are with the letting process and your new home.

We will monitor our Lettings and Rehousing Services in the following areas:

- Register your housing application within 7 working days.

- Visit all new tenants within 4 to 6 weeks of the tenancy commencement date.
- The average time to relet empty homes.
- The percentage of tenancy offers accepted first time.

Performance

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website www.wansbeckhomes.co.uk.

Our service standards have been developed with residents and will be reviewed every two years.

Contact us

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: info@wansbeckhomes.co.uk

Website: www.wansbeckhomes.co.uk

Fax: 01670 532241.

What if we do not meet your expectations?

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

Head Office:

Front Street West, Bedlington, NE22 5TU

Local Offices:

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG