



Our commitment

We let our homes in a way that is fair, transparent and focused on customer need.

Every time you apply for a home with us, we will be:

- 1 **Fair.** We treat everyone equally and in line with our policies.
- 2 **Transparent.** We explain decisions clearly and honestly.
- 3 **Customer focused.** Your needs, circumstances and experience matter.
- 4 **Efficient.** We aim to let our homes quickly and safely, reducing waiting times.
- 5 **Supportive.** We offer help and guidance throughout the process.



Advertising our homes

When a home becomes available, we will:

- ✓ Advertise it clearly with accurate, up to date information.
- ✓ Include key details such as rent, property type and any eligibility restrictions.
- ✓ Provide photos and descriptions of key features where possible.
- ✓ Write adverts in plain English so they are easy to understand.

Applying for a home

When you apply for a home with us, we will:

- ✓ Provide clear and simple guidance about the information we need from you and why.
- ✓ Support you if you need help completing your application.
- ✓ Keep your personal information safe and secure.

How homes are allocated

We will:

- ✓ Allocate homes in line with our Lettings Policy.
- ✓ Consider your circumstances fairly and consistently.
- ✓ Explain the outcome of your application in plain language.
- ✓ Share what to do if you disagree with a decision.



Before you are offered a home

If you are shortlisted for a property, we will:

- ✓ Contact you promptly.
- ✓ Carry out necessary checks such as affordability and references to help ensure you are set up to succeed in the home.
- ✓ Be clear about next steps and likely timescales.
- ✓ Offer support if you need help with documents or communication.



Offering you the home

If you are offered a property, we will:

- ✓ Explain the offer clearly, including in writing.
- ✓ Give you reasonable time to decide - though this is balanced by a need to ensure the process moves quickly to avoid in-demand homes standing empty.
- ✓ Be transparent about rent, service charges and start dates.
- ✓ Provide support and sign-posting if you are unsure or concerned about affordability.
- ✓ Make sure your home is safe, clean, ready to view and move into.
- ✓ Provide honest accurate information about the home and the area.
- ✓ Give you time to look around and ask questions.



The condition of a new-to-you home

Before you move in, we will ensure your home meets our Lettable Standard, which includes:

- ✓ A clean, safe and secure home.
- ✓ Essential repairs completed.
- ✓ Gas and electrical safety checks carried out.
- ✓ Clear information about any planned future works.





Signing your tenancy

When you sign for your new home, we will:

- ✓ Make the process simple, welcoming and clear.
- ✓ Explain your tenancy agreement in plain, jargon free language.
- ✓ Set out your rights and responsibilities.
- ✓ Provide essential information about rent, repairs and safety.
- ✓ Offer support to help set you up to succeed.



How we can work together to meet this standard

To help the lettings process run smoothly, we ask that you:

- ✓ Provide accurate information to support your application.
- ✓ Respond promptly to requests for documents or contact.
- ✓ Let us know if your circumstances change.
- ✓ Attend viewings or tell us as soon as possible if you cannot.
- ✓ Treat our colleagues with courtesy and respect.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We are committed to providing fair and inclusive access to our homes. We will:

- ✓ Offer help if you find forms or processes difficult.
- ✓ Treat everyone with dignity and respect throughout the lettings process.



If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ Contact our **Lettings Team Leader** or **Housing Manager** through our **Customer Service Team**.

How we check we're meeting this standard

- ✓ **We monitor** and report on how long it takes us to let our homes.
- ✓ **We collect** customer feedback about the lettings process and customer satisfaction with new homes.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.