

Service standards

Allocations

We are committed to providing you with an excellent service. These service standards tell you what service to expect from us when you are applying for a home. They tell you:

- how we will deal with applications;
- what will happen if we offer you a home;
- what to expect when you are signing up for a home; and
- what we will do in the first month of your tenancy.

Our housing with care and support service and property management services work under different service standards

Applying for a home

- We will let homes as set out in our published policies.
- For information about the homes we manage, go to our website at www.ncha.org.uk or visit one of our local offices.
- We will process applications to transfer and to join our waiting lists within 10 days.
- If you feel that you are vulnerable, we will offer you a service which is tailored to meet your needs.

Empty homes

- If work still needs to be carried out to a home we are letting to you, we will tell you about this when you sign up for the tenancy.
- If there is major work planned to your new home (such as work to upgrade the kitchen or central heating), we will tell you about this when you sign up for the tenancy.

Standards for letting homes

When we let a home we will:

- make sure the home is clean throughout;
- remove all rubbish and furniture and clear the garden;
- check the loft insulation and upgrade it if necessary;



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- check the plasterwork as much as we can without stripping existing wall coverings;
- check that the gas and heating systems are safe and report any upgrades that may be needed;
- check the electric's to make sure they are safe;
- make sure all cupboard doors and drawers open and close properly;
- change the locks on all outside doors and check door seals and draught excluders;
- give two sets of keys for all outside doors, shared doors and windows;
- check floors, stair treads and hand rails to make sure they are safe;
- check the vinyl floors in the kitchen and bathroom to make sure they are waterproof;
- check the bath, hand basin and toilet for cracks and stains and check the condition of the tiles and sealant around the bath and handbasin; and
- make sure the smoke alarm works properly.

Offering you a home

- We will contact you in line with our allocation policies.
- We will tell you how much rent you pay each week, and give you a date for when you can move in.
- We will make an arrangement to meet you to view the home.
- We will give you an opportunity to consider if you want to accept the offer.

During the viewing

- We will agree with you whether to pay you a decoration allowance (and, if so, how much).
- We will tell you about any repairs that still need to be done.
- We will ask you for your opinion about the standard of the home by getting you to fill in our feedback questionnaire.
- If the home has just been handed over from a builder, we will tell you how to report any repairs that may be needed.

Signing up for the tenancy

- We will explain the terms and conditions of the tenancy agreement before you sign it.
- We will give you a tenants' handbook which will explain issues such as how to report a repair, when and how to pay your rent and how to contact us in an emergency.
- We will give you the details of who to contact about paying your rent and to ask any questions about how we manage your estate.
- We recommend that you contact the gas, electricity and water companies to make sure they have your details.
- We will tell you about how to make the best use of your income and whether you qualify for benefits.

After you have moved in to your new home

- We will contact you within four weeks of your tenancy starting, to check that you have settled in.



- We will carry out any repairs and maintenance work within the timescales we have published.
- We will pay you any decoration allowance (if we have agreed this with you) within 10 working days.
- We will ask you for your views on the lettings service by getting you to fill in our lettings feedback questionnaire.

How we monitor these service standards

After you have viewed a home you have applied for, we will ask you to fill in a questionnaire. If we offer you a home, we will ask you to fill in another questionnaire about whether we are meeting our service standards. We also use your feedback to improve our services.

More information

If you do not think we are meeting the standards set out above, please let us know.

You can get copies of this service standard from the reception areas in our offices, on our website or by asking us. We give copies to everyone who applies for a home for the first time. If you have any questions please contact your NCHA office.

Contact details

Phone: 0800 013 8555
E-mail: info@ncha.org.uk
Website: www.ncha.org.uk

NCHA
3 Forest Court
New Ollerton
Newark
Nottingham
NG22 9PL

NCHA
Unit 3 Clumber Court
Pelham Avenue
Sherwood Rise
Nottingham
NG5 1AJ

NCHA
Rowlinson Court
6 Heathley Park Drive
Leicester
LE3 9EQ

Translation

We will make every effort to provide copies of the wording of any document in another language or format. Please phone 0800 013 8555 or e-mail nottingham@ncha.org.uk.

অনুরোধ মোতাবেক আমরা যে কোন দলিলের বিভিন্ন কপি অন্য কোন ভাষায় অথবা ফরমেটে প্রদান করতে যুক্তিসঙ্গতভাবে যা কিছু করার করব। অনুগ্রহ করে যোগাযোগ করুনঃ ফোন 0800 0138555 অথবা ই-মেইল nottingham@ncha.org.uk

વિનંતી કર્યથી, આ દસ્તાવેજના શબ્દોની નકલો, બીજા ભાષામાં અથવા ફોર્મેટમાં આપવા માટે, શક્ય હશે તેટલું અમે કશું. 0800 0138555 પર ટેલીફોન કરવા અથવા nottingham@ncha.org.uk પર ઈ-મેલ કરવા વિનંતી.

अनुरोध करने पर, हम इस दस्तावेज़ के शब्दों की प्रतियां किसी अन्य भाषा या स्वरूप में उपलब्ध कराने के लिए समुचित प्रयास करेंगे। कृपया 0800 0138555 पर टेलीफोन करें या nottingham@ncha.org.uk पर ईमेल करें।

درخواست کرنے پر ہم مناسب کارروائی کر کے اس دستاویز کے الفاظ کو کسی اور زبان یا شکل میں تیار کریں گے اور اس کی نقلیں فراہم کریں گے۔ براہ مہربانی 0800 0138555 پر فون کریں یا اس پتے پر ای میل کریں: [e-mail nottingham@ncha.org.uk](mailto:nottingham@ncha.org.uk)

Nottingham Community Housing Association

12/14 Pelham Road, Sherwood Rise, Nottingham. NG5 1AP

t: 0800 0138555 f: 0115 9104445 e-mail: info@ncha.org.uk web: www.ncha.org.uk