

Service standard: Allocations

A customer guide to how we will ensure effective, professional and consistent allocations standards.

We are committed to providing you with an excellent service. This service standard tells you what service to expect from us when you are applying for a home.

This service standard tells you:

- How we deal with applications.
- What will happen if you are offered a home.
- What to expect when you sign up for a home.
- What we will do in the first month of your tenancy.

Applying for a home

For information about the homes we manage, visit our website at www.ncha.org.uk or visit one of our offices.

We will:

- Let homes as described in our published policies.
- Process applications to transfer and to join our housing register within ten working days.
- If you feel that you are vulnerable, we will offer you a more tailored service to meet your needs.
- Transfer applicants will be visited in their own home to assess your circumstances and explain our policy.
- Carry out vetting checks and assess your ability to sustain your tenancy.

Empty homes

- We will only carry out major repairs/refurbishment work that is a health and safety issue whilst empty.
- 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 are major works planned to your new home after you move in, (such as an upgrade to the kitchen or central heating) we will tell you about this when you sign up for the tenancy and give you an approximate timescale for completion.

Standards for letting homes

When we let a home we will:

- Make sure the home is clean throughout.
- Remove rubbish and furniture and clear gardens.
- Check the loft insulation and upgrade it if necessary.
- 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 electrics to make sure they are safe.

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- 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.
- Check floors, stair treads and hand rails to make sure they are safe.
- Check kitchen and vinyl floors to ensure that 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 hand basin.
- Make sure the smoke alarm works properly.

Offering you a home

We will:

- Contact you in line with our Allocations Policy.
- Provide a copy of your tenancy agreement for you to preview.
- Make arrangements to meet you to view the home and discuss the offer.
- Tell you how much rent you will pay each week and give you a date for when you can move in.

During the viewing

We will:

- Discuss with you whether a decoration allowance is required and if so, how much.
- Tell you about any repairs that still need to be done.
- Offer you an option of a clean or cleaning vouchers.

Signing up for the tenancy

We will:

- Explain the terms and conditions of the tenancy agreement before you sign it.
- Give you a Tenant 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.

- Give you the contact details of relevant colleagues.
- Tell you how to contact the gas, electricity and water companies.

After you've moved into your new home

We will:

- Make contact with you within four weeks of your tenancy starting, to check that you have settled in.
- Carry out any repairs and maintenance work within the timescales we have published.

How we monitor these service standards

After you've moved in we'll contact you to complete a survey to ensure we're meeting our service standards. This feedback is used to improve our allocations service.

More information

If you don't think we're meeting the standards set out above please let us know.

Email info@ncha.org.uk to get in touch with us. Alternatively you can call us on 0800 013 8555.

Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.