Lettings & Homeownership

We pledge to let our properties as quickly as reasonably possible in order to meet varying housing needs and demand.

Housing Lettings

What you can expect from us

To receive a Housing Lettings service where we:

- will arrange an accompanied viewing when you are offered a property so you can see this and make an informed choice about accepting the tenancy
- check if you have any particular needs or vulnerabilities we need to consider before arranging an accompanied viewing, so we can make appropriate adjustments
- before letting a property, we will record any particular needs or vulnerabilities within the household to ensure we can tailor our service and make reasonable adjustments where required
- provide you with key information about the property you have been offered at your accompanied viewing, including:
    - rent
    - service and other charges
    - outstanding repairs, if known
    - other issues relevant to the property
- make sure the property offered to you meets a good let standard, it is clean and safe for you to live in
- provide you with copies of relevant safety certificates (in relation to gas, electrical safety and energy performance or 'EPC') once you have accepted the property and we meet you to sign the tenancy agreement
- make sure all important information relating to your new tenancy, including your tenancy agreement, is provided in an accessible format
- provide you with key contact information regarding council services when you move into your new property
- explain the conditions of your tenancy, rent and other charges as well as providing you with information on making a universal credit or housing benefit claim
- provide you with information on home safety and explain our responsibilities and your responsibilities in relation to keeping your home safe
- provide you with the name and contact details of a dedicated Housing Officer who will help you manage your tenancy
- after signing up your Housing Officer will visit you in your new home within 6 weeks of the start of your tenancy.

We will measure our success by:

- the number of letting satisfaction surveys we receive following a new sign up
- the number of refusals of our properties during a viewing and learning from resident feedback.

Home Ownership / Leaseholders

What you can expect from us

To receive a home ownership service where we:

- provide advice to you about homeownership enquiries, including lease extensions
- answer your calls promptly and offer you an appointment with a Home Ownership Officer
- solve your issue within 10 working days, or let you know if it will take longer and when you can expect a resolution
- consult with you about repairs, maintenance and improvements to your building and estate costing more than £250 per property
- respond to any comments or observations to consultations within 21 calendar days of receiving them
- consult with you before arranging any services, long term agreements or contracts that will run for longer than one year and where costs exceed £100 per year
- send a section 20 notice showing estimated costs
- offer you a range of repayment arrangements for major works depending on your personal circumstances
- send estimated annual service charges to you by March each year and actual service charge statements by the end of September following the close of the previous financial year
- provide information on how to make payments for your annual service charges and include a copy of the Summary of Rights and Obligations
- provide information should you be struggling to pay your service charges and/or major works charges.

We will measure our success by:

Home Ownership / Leaseholders

- the number of properties completed under Right to Buy
- the number of completed repairs undertaken in each block that are challenged and learning from this feedback
- the amount of debt owned by leaseholders.