



## Service Standard

### Allocations and Lettings

We aim to provide a high quality service to our customers who are seeking accommodation with us for the first time or a transfer to a different home.

#### To achieve this we will:

- ✔ Work in partnership with local authorities and offer all our properties in a fair and transparent way and in accordance to legal obligations
- ✔ Let all our homes as vacant dwellings as practicable as possible
- ✔ Notify successful applicants by telephone (confirmed in writing) within 1 working day
- ✔ Give a written explanation if your application has not been successful in one working day and provide general housing advice
- ✔ Inform you of the expected date your tenancy will start and advise you of any future improvement work planned on the property
- ✔ Provide accompanied viewings
- ✔ Allow a time period of 24 hours, from time of viewing, to make a decision on whether or not you want to accept the property
- ✔ Arrange for you to sign the tenancy within 24 hours of the viewing, explaining customer rights and responsibilities, including, how to pay your rent and how we deal with tenancy breaches
- ✔ Provide you with details of the letting standard and certificates of health & safety checks
- ✔ Provide a range of options for our customers to comment on, scrutinise, and improve the services delivered by the Housing department
- ✔ Provide you with a detailed lettings pack, which includes your tenancy agreement and other useful information
- ✔ Give you a courtesy call one week after you have moved in, to see how you're getting on
- ✔ Arrange for a new tenant home visit within 6 weeks of your tenancy and at least one other visit in your first year of tenancy
- ✔ Help and signpost you for any further assistance to help you move into your new home
- ✔ Measure how satisfied customers are with our services and use your feedback to improve performance
- ✔ Make you aware of other services offered by Trident Group, such as support and resident engagement
- ✔ Provide free access to existing customers to a mutual exchange website, Homeswapper, to enable you to seek a move
- ✔ Ensure you have two sets of keys and fob, where applicable
- ✔ Offer transfers to existing customers, in accordance with our procedures
- ✔ Ensure that all your information is kept safe and meets all GDPR regulations
- ✔ Monitor our service and report on our performance
- ✔ Improve our service by gaining feedback from you through surveys

#### We will not:

- ✘ Offer a property to anyone who does not meet the Right to Rent Checks
- ✘ Offer a property if you do not meet our housing criteria
- ✘ Offer you a property that has not had the appropriate health & safety checks

