east north east homes leeds

Allocations and Lettings Service Standards Our Commitment to you

We believe that everyone has a right to have a decent home of their own but because of the demand for housing we do have a waiting list of people wanting to be rehoused. When you apply for a home from the Council we will:

We will:

- Process your housing membership forms within 10 working days;
- Send out a medical form within 10 days if you need an assessment for extra priority for medical reasons;
- Inform you in writing within 10 working days of the close of bids if you are the successful applicant;
- Write to you each year, on the anniversary of your application being registered to ask if your circumstances have changed and if you are still interested in being rehoused;

When offering you a property we will:

- Offer an accompanied viewing at a convenient time for all successful applicants;
- Let you know what repairs or improvements are still to be done and give you an estimated completion date for the work;
- Arrange for you to sign a Tenancy Agreement at a convenient time and location and advise you about your responsibilities and our obligations;

Our Allocations and Letting's Service Promise:

We will:

- Tell you your housing membership number and housing priority within five days of processing your form;
- Carry out an Additional Needs Assessment and notify you in writing of any additional priority awarded within 28 days if your welfare is at risk;
- Advertise available properties weekly in the Leeds Homes magazine and on the website;
- Clearly identify specially adapted and Sheltered properties in the Leeds Homes magazine:

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- Send a copy of the weekly Leeds Homes magazine direct to your home if you request it;
- Register enquiries about properties we have advertised in the Leeds Homes magazine up to 5pm on a Monday evening;
- Publish details of the priority and waiting times of successful applicants for a selection of properties;
- Reassess your application, update it on the register and tell you about any priority changes within 28 days of you telling us about a change in your circumstances;
- Give you a maximum of 5 working days to decide if you want to accept an offer of a property after which time we will offer it to someone else;
- Confirm how much decoration allowance to help with decorating costs is payable or, in certain circumstances, arrange for assistance with the decoration of the property;
- Give you our decision on an application to exchange homes with another tenant within 42 days
- Deal with a request to pass your tenancy on through an assignment or a succession within 28 days.
- Advise you of the Councils Independent Review process with each Priority assessment we make;
- Amend your notification in 10 days if you notify us of a change in your circumstances we will amend your application within 10 working days. If this is not possible we will contact you to discuss this in more detail.