

# CYNGOR SIR POWYS COUNTY COUNCIL

## Housing Services

### Allocation Service Standard

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Agreed by	Cabinet Tenant Liaison Forum

This document is available on request in alternative formats (e.g. Large print type / Braille / on tape).

## **Powys County Council – Housing Services Allocation Service Standard**

**We will provide a fair and accessible allocations and lettings service for all customers who apply for social rented housing owned and managed either by the Council or partner housing associations in Powys.**

**To achieve this we will:**

- 1. ensure that information is available about the Powys Common Housing Register and how to apply:**
  - a) on the Council's website
  - b) on the [powyshousing.co.uk](http://powyshousing.co.uk) website
  - c) on the websites of partner housing associations
  - d) in Council offices and libraries
  - e) in the offices of partner housing associations
  
- 2. assess your housing need, by:**
  - a) speaking to you via the dedicated phone number 01597 827464
  - b) asking you a number of questions about why you want to apply for social housing and your current housing circumstances
  - c) where you don't appear to fit the criteria for entry onto the Common Housing Register, advising you of this fact at the end of the telephone conversation, and advising you of how you can ask to have this decision reviewed
  - d) where you appear to fit the criteria for entry onto the Common Housing Register, arranging an appointment with an Officer, who will carry out a full assessment of your needs and provide you with advice and assistance to help you resolve your housing problems
  
- 3. offer a property, by:**
  - a) making an offer to the applicant with the highest priority and the earliest application date.
  - b) arranging for you to look at the property before you sign for the tenancy
  - c) discussing any issues relating to the property at the time of the viewing.
  
- 4. keep you informed, by:**
  - a) publishing the number of households on the Common Housing Register, the priority bands they are in, the property they want and the locations where they search to be housed on the [powyshousing.co.uk](http://powyshousing.co.uk) website at least monthly
  - b) publishing information about lettings we and our partner housing associations have made each year on the [powyshousing.co.uk](http://powyshousing.co.uk) website
  - c) surveying all new tenants to ask them about their experience of the allocations and lettings process and use what they tell us to improve our service. This will be done when the Housing Options and Management Officer visits.

**To keep you informed about how well we are doing we will publish the following performance measures each year:**

1. number of lettings
2. % allocation in each priority band
3. % of satisfied new tenants.

**The performance will be discussed with the Tenant Liaison Forum.**