

- We will contact you within your first 6 weeks to see how you have settled and whether there are any outstanding issues which need addressing.
- We will ensure that we have an open and accountable system for responding to any concerns on the offer of a new home.

### Your responsibility

You are responsible for:

- Keeping us informed of any changes to your circumstances that may affect your application for housing with us.
- Responding to our correspondence within the time-scales stated to avoid your application being delayed or cancelled.
- Ensuring that you return the annual renewal form when requested.

*If you feel these service guarantees have not been met, please tell us by contacting your Housing Services Manager. We will consider your views and try to address them as quickly as possible. Where we do make mistakes we will rectify them and do our utmost to ensure they are not repeated.*

***If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.***

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# LETTING OUR HOMES



**Estuary is a housing association with Charitable Status**

**Service Guarantee 1**



This leaflet provides you with information on our service standards for letting our homes through our selection and allocation policy. Another leaflet is available explaining our mutual exchange service.



We aim to provide accommodation for people in the greatest need of housing who are unable to obtain good quality and affordable housing through the private market or other means.

We do not hold a waiting list for every area where we have properties, however we do hold a transfer list for all areas. We will advise you on where we have open waiting lists upon your initial enquiry.

### **Our guarantee – whilst you are waiting for a new home**

To ensure the allocation service we provide achieves a high standard we will:

- Develop a clear and concise allocation policy and procedure for waiting list and transfer applicants.
- We will review the allocation policy regularly in consultation with residents and applicants.
- Operate a scheme that is open and



- accountable, and does not discriminate.
- Ensure that our application forms request information that is relevant only to your housing application.
- Operate your application in accordance with the Data Protection Act 1998.
- Use an independent medical advisor when assessing the medical needs of applicants.
- Ensure that our allocation procedure reflects the needs of the local communities in which we work.
- Undertake a rolling annual review of all applicants on our waiting and transfer lists inviting you to re-register for housing.
- Play an active partnering role in developing choice based lettings schemes with local authorities.
- Forward an application form to you within 3 working days of your request and provide the information in another language or format where requested.
- Make available application forms for collection from our receptions or to download from our website.
- Upon return of your form we will assess your application within 10 working days or we will have written to you for additional information where necessary to support your application.
- When accepting you on to our waiting or



transfer lists, we will provide you with an indication of how long you may have to wait for a new home.

- We will notify you of our decision in writing in the format of your choice (where this is not written English) and will advise you of how you can appeal should you be unhappy with our decision.
- We will ensure that we have an open and accountable system for responding to any concerns on the way your application form has been assessed.
- Provide you with details of other housing providers if our waiting list is closed for the area of your choice.

### **Our guarantee – when we have found you a new home**

- When we are able to make an offer of accommodation we will contact you by telephone or letter.
- We will give you a home tour.
- Before you sign your tenancy agreement we will explain both the legal agreement and the residents' handbook to you in a personal meeting.

