

SERVICE STANDARDS

Allocations & Lettings

We advertise the majority of our homes through Choice Based Lettings. To find out more about how we allocate our homes, and to check if you might be eligible to apply for one, please visit www.cityoflondon.gov.uk/housing

What you can expect from the City of London Housing Service

We are committed to providing you with an excellent service. This Service Standard tells you what you can expect when you apply for a home with us, including:

- How we deal with new applications and transfer requests from existing tenants
- What happens when you are offered a home
- What to expect when you sign your tenancy
- What we will do after your tenancy starts

Applying for a home

We aim to:

- Explain clearly how we will allocate our homes. Our homes are allocated in accordance with our Allocations Scheme
- Provide you with advice about whether you are eligible before you apply
- Process your application within 30 working days
- Explain the Choice Based Lettings process and how to place bids, providing support if you need help to do this

Offering you a home

We aim to:

- Arrange an appointment with you to view the property within 10 working days of a successful bid
- Prepare all homes to a minimum lettable standard, making sure they are clean, safe and ready for you to live in
- Provide you with a weekly update as a minimum, if the property is not ready for you to move in to
- Explain the rent and other charges before you decide if you want to accept the offer

During the viewing

We aim to:

- Tell you if you will be eligible for Decorations Allowance
- Answer any queries you have about the property and local area
- Tell you about any outstanding repairs

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Signing your new tenancy

We aim to:

- Explain the terms and conditions of the tenancy before you sign it
- If you are an Introductory Tenant, explain what this means and how it will be managed
- Give you information about your estate and where the main facilities are
- Explain how to pay your rent and service charge, and when your first payment is due
- Provide you with details of where you can get help and advice about benefits if you need this
- Provide you with information about the settling-in visits we will make within the first year (Introductory Tenants only)
- Give you information about how to report repairs, make payments, raise a query and get advice
- Provide you with information about services and facilities in your local area

After you have moved into your new home

We aim to:

- Complete any repairs that we told you were outstanding when you moved in
- Carry out a settling-in visit after 6 weeks and contact you after six and nine months to see how you are settling in and answer any questions you have
- Review your Introductory Tenancy (if applicable) and discuss any concerns with you promptly
- Ask your opinion of the condition of your new home and seek feedback on our lettings and sign-up process

How we will monitor these Service Standards

- After you have moved in, we will contact you to ask for your opinion on your new home and whether we have met our service standards
- We will measure overall satisfaction and use your feedback to improve our allocations and letting service

What we expect from you?

- To provide all of the documents and information we need as part of your application or tenancy sign-up in a timely manner
- To attend a property viewing within 5 days of being offered an appointment to view
- Decide whether to accept an offer within 24 hours, unless longer is agreed
- To move in to your new home promptly once your tenancy is signed
- To cooperate with us in carrying out the settling in visits and telephone contact
- To provide feedback on the standard of the property and the lettings service you received from us

Useful contact details

Housing Needs Team

@ hadvice@cityoflondon.gov.uk

020 7332 1237 / 3452



City of London, Housing Needs Team,
Barbican Estate Office, 3 Lauderdale
Place, London EC2Y 8EN

All re-let homes will be clean, the fixtures will be in working order and safety checks will be completed. The property will be free from the need to carry out any immediate repairs.