

Allocations and Housing Advice Promises

Developed and agreed in partnership with our Customers

We will:

- Ensure that an application form is sent within a maximum of 3 working days of request.
- Ensure that all applications are assessed within 10 working days of receipt of all necessary documents.
- Treat all information received in confidence, and only share it with departments working on your application.
- Provide an appointment for a personal interview within 5 working days of receiving your request.
- Provide information on our web site, which will keep applicants up to date with housing options.
- Send an update of the housing situation with a renewal letter - enabling you to make a more informed choice.
- Administer the allocation scheme fairly and transparently.

These service promises can be produced in key community languages, large print, Braille, or on audio tape. Please contact the Customer Service Helpline on 01642 528100.

These service promises work in conjunction with our Corporate promises.