

Standard: Allocations

TSA Standard	How we meet the TSA standards	Existing commitments/Standards
<ul style="list-style-type: none"> ✚ Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how they make the best use of available housing and are compatible with the purpose of the housing; they must also contribute to local authorities' strategic housing function and sustainable communities. ✚ There should be clear application, decision-making and appeals processes. 	<p>We work in partnership with Doncaster Council and operate a choice based lettings system</p> <p>We have -</p> <ul style="list-style-type: none"> ✚ Integrated the list with transfer and new applications. ✚ No upper quota for allocations to tenant transfers ✚ A well publicised Housing Allocations Policy which is regularly reviewed ✚ A full and abridged policy readily available ✚ Ongoing awareness training to support agencies and tenant/resident groups ✚ All the documents available on our website ✚ Links to other partners and Housing Options on our website 	<p>Our existing commitments are-</p> <p>When you contact us because you need help finding a new home we will:</p> <ul style="list-style-type: none"> ✚ Provide help and support in completing a housing application form and process applications quickly and accurately when we have received all of the necessary information. ✚ Treat your application as confidential and seek your permission before discussing it with anyone else. ✚ Where applicable, explain how Choice Based Lettings schemes work and inform you how to use them in the most suitable way according to your needs. We will also explain the allocations policy in a user friendly way. ✚ Give advice about housing options to existing tenants and support them through the process.

	<ul style="list-style-type: none"> # Stock information and turnover and feedback to help customers identify options for rehousing # An appeals process in place # Use of Customer Profile data on application to offer appropriate support to address access issues # Translation/interpretation available # Nominations to other registered providers via Doncaster Council agreements and out turned at 62% for 09/10 against a 50% agreement # A system in place to ensure best use of stock by using an Accessible Housing Register for adapted stock # a property eligibility framework Which links household size with size of property 	<ul style="list-style-type: none"> # Write to you to confirm what housing priority you have been awarded based on your circumstances for the SLHD waiting list <p>Make available, through all our receptions, information about Housing associations</p> <p>When you move in to your home we will:</p> <ul style="list-style-type: none"> # Ensure your home meets our lettable standard (this sets out what standard a new tenant can expect when they move in to a St Leger home.) # Provide you with an energy performance certificate and Gas servicing certificate. # Help you with practical issues (e.g. Show you how the heating system works) when we complete the new tenancy sign up with you # Provide you with a tenant's handbook detailing all the information on how to access St Leger Homes services
--	--	---

	<ul style="list-style-type: none"> ✚ a banding scheme which identifies a range of priorities including regeneration, under occupation and overcrowding to enable us to accommodate local council plans such as Pathfinder schemes ✚ an online Mutual exchange scheme which includes applicants from out of Doncaster to encourage and support mobility 	<p>Our Service standards are:</p> <ul style="list-style-type: none"> ✚ Register housing applications or contact you if your application is incomplete within 10 working days ✚ If you complete any forms to tell us about a change in your circumstances we will change the details of your application and notify you within 5 working days ✚ A knowledgeable member of SLHD will carry out an accompanied viewing with you at the property whilst it is empty ✚ Carry out any repairs needed in the property to a standard agreed with tenants ✚ Make an appointment to visit you within 6-8 weeks of the start of your tenancy to check you are settling in and to see if you need any further help or support
--	--	---