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## **1. REGULATORY REQUIREMENT**

*The Tenant Services Authority's (TSA) Tenancy Standard (introduced in April 2010) covers the allocation of properties by Private Registered Providers (PRP). In December 2010, the TSA published a statutory consultation Paper Affordable Rent – Revisions to the tenancy standard aimed at enabling PRP to offer Affordable Rented Tenancies from 1 April 2011.*

*The TSA's consultation period runs until the 2<sup>nd</sup> of March 2011 and ISHA is currently examining the operational and financial implications contained in the paper. Consequently, this document will remain as a DRAFT until the outcomes of the deliberations are known.*

Currently, the allocation component of the Tenancy Standard states that ISHA should let its homes in a fair, transparent and efficient way and that we must take into account the housing needs and aspirations of tenants and potential tenants.

Furthermore, we must demonstrate how our allocation processes:

- Make the best use of housing;
- Are compatible with the purpose of the housing;
- Contribute to LAs strategic housing functions.

ISHA must also have in place clear application, decision making and appeals processes and the association should participate in choice based lettings schemes and CORE – the Continuous Recording of Lettings system.

We need to demonstrate how we meet our obligations under nominations agreements, handle exclusions or rejection of nominees and meet re-letting targets. Our policy should also cover how we deal with overcrowding and under occupation and demonstrate how we meet the diverse needs of the residents living in the areas in which we operate.

The allocation component of the standards also covers other areas of operation, such as transfers and exchanges and our participation in mobility schemes. However, these areas are covered in the transfer and exchange policy and procedure.

## **2. SCOPE**

This policy and procedure applies to the allocation and letting of new General Need properties and their subsequent re-letting.

This policy and procedure also applies to the allocation and letting of Supported Housing subject to the specific qualifying requirements laid down by the LA or the Government for each scheme.

### **3. POLICY**

#### **3.1 Aims, Objectives & Outcomes**

The key objectives of the Allocations & Lettings Policy are to:

- Allocate accommodation to those in greatest housing need.
- Achieve sustainable tenancies and the creation of stable and balanced communities.
- Relet homes as quickly as possible.
- Work with local authorities to help them fulfil their duties to the homeless and those in priority housing need.
- Work within agreed Sub-Regional and local authority nomination agreements
- Make effective use of the Association's housing stock
- Treat all nominees in a fair and non-discriminatory way, in accordance with ISHA's equal opportunities/diversity policy.
- Comply with all statutory and regulatory requirements.

#### **3.2 Partnership Working**

ISHA will work in full cooperation with its LA partners to help identify and meet housing need in the boroughs in which we operate.

We will work in partnership to alleviate homelessness and to tackle both overcrowding and under occupation. This includes regular attendance at LA and sub-regional meetings to discuss and progress schemes and action plans to reduce overcrowding and under occupation and to work towards a common approach to these issues, such as common housing registers and chain-lettings schemes.

To facilitate partnership working in these areas, we will make full use of protocols for the exchange of data between us and our LA partners.

#### **3.3 Homelessness Strategy**

ISHA will work in close cooperation with its LA partners to help alleviate homelessness.

To achieve this we will:

- Ensure appropriate representation at Homelessness Group meetings.
- Understand Homelessness issues within the East London Housing Partnership region and in North London.
- Ensure we have appropriate Nominations Agreements in place with our LA partners.
- Minimise the number evictions for rent arrears and due to "other reasons".
- Follow our Financial Inclusion Strategy to maximise tenancy sustainment.

- Provide advice and assistance to all our intermediate tenants who choose not to take up any shared ownership options.
- Develop accommodation that meets our LA partners' requirements.

### **3.4 Overcrowding & Under occupation**

As well as working in conjunction with Local Authorities to tackle overcrowding and under occupation, ISHA operates its transfer scheme giving priority to both overcrowded and under occupying tenants.

ISHA provides the following incentives to encourage under occupiers to move into more suitable accommodation:

- £500 awarded for each bedroom given up.
- Assistance with decorating expenses.
- Priority on the transfer waiting list.

### **3.5 LA & Sub-Regional Nominations**

Local Authorities are entitled to an agreed percentage of 'true voids'<sup>1</sup>. Generally, this is 100% of all new or 1<sup>st</sup> let properties; 75% of all relets to all 2+ bed homes and 50% relets to all 1-bed and bed-sit properties.

#### **Sub-Regional Nominations**

Every LA in London is part of a sub-regional grouping aimed to encourage mobility across geographically proximate areas of the capital. However, changes to the Sub-Regional allocations protocols in the East London Sub-Region have resulted in the following arrangements with regard to sub-regional nominations to all new ISHA properties funded with Social Housing Grant:

Hackney & Waltham Forest - 75% to the host borough; 25% to the sub-regional pot.

Islington & Camden – 100% to the host Borough.

ISHA also accepts direct nominations from LAs sheltered housing register for older people needing sheltered housing.

### **3.6 Rejections**

In accordance with agreed arrangements for data exchange and information sharing, ISHA requires full details of all nominees for housing. This includes the disclosure of any arrears, criminal convictions and other "relevant" data.

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<sup>1</sup> See appendix 1 for definition of 'true void'

Furthermore, ISHA reserves the right to refuse nominations/referrals where the household has been evicted within the last 3 years (by any social landlord) for rent arrears, nuisance, harassment, violence towards staff or neighbours, damage to association property or any other serious breach of tenancy conditions including abandonment of a tenancy. The Association may also refuse a nomination if the nominee has a criminal conviction for arson, terrorism, rape or sexual offences against a child.

Where a nominee for a property has a clear support or care need that could not be met in the property for which the person has been nominated the association may ask for a sustainable support package to be put in place before a tenancy is granted. In some cases the nominee may be refused on these grounds.

Generally, ISHA will accept the LAs assessment of the tenant's priority but will require all successful nominees to complete a Housing Application Form and provide other proof of identity including photographs. Failure to comply with these requirements may result in the rejection of a nominee for housing by ISHA.

Any rejection of a nomination will be authorised by the Revenue Allocations & Performance Director. ISHA will record the reasons for all refusals on the void spreadsheet. Any rejected nominee will be advised of the decision and the reasons for the rejection and will be referred back to the LA or referral agency.

Any nominee who is rejected for any of the reasons above may appeal that decision with the Revenue Allocations & Performance Director. If they are not happy with the final decision then they can make a complaint using ISHA's Complaints Policy and Procedures.

### **3.7 Choice Based Lettings**

ISHA will work in cooperation with its LA partners who operate Choice-Based Lettings Schemes (CBL). All ISHA properties to which the LA is entitled to nomination rights will normally be advertised in accordance with authority's usual CBL cycle. The procedure, including all timescales for CBL is detailed in section 4.1. The association prefers multiple nominees to be put forward by all Local Authorities.

Under existing nomination and sub-regional nomination agreements, LAs are entitled to three rounds of choice based lettings before the property under offer reverts to ISHA who may offer it to one of its tenants on the transfer list or to another housing provider.

Where a "round 1" bid is unsuccessful, ISHA will request a direct nominee ahead of any subsequent bidding rounds.

### **3.8 Local Lettings Plans & Policies**

#### **Local Lettings Plans**

For all new developments comprising more than 30 new social housing homes, ISHA will draw up a Local Lettings Plan (LLP) to ensure the creation of sustainable and balanced communities.

Specifically, these plans will address issues of child density commensurate with the facilities provided within the development and the locality. We will advise our LA partners ahead of the handover of our intention to draft a LLP and will consult with them on the detail of the plan.

#### **Local Lettings Policies**

ISHA will work with LAs who operate local lettings policies. Currently, only the LB Islington operates a “local lettings policy” – the New Generation Scheme – which seeks to re house the adult children of residents living in the borough. ISHA residents living in Islington may apply to the council to be rehoused under this scheme.

Although ISHA does NOT operate a New Generation Scheme the association does operate local lettings policies that have been agreed with residents in the following blocks:

Blocks designated for over 40s include:

**Hackney – Shoreditch Court**

**Islington – Newcombe House, Faithful House, Cynthia House, Beaver House**

Blocks designated for the over 55s include:

**Hackney – Weymouth Terrace, 11-21 Mintern Street**

**Islington – Spring Villa**

Nominations to homes within these blocks will only be accepted from persons who qualify under the terms of local lettings policy.

Furthermore, ISHA will create Local Lettings Plans for all new developments comprising 30 or more social rented properties.

### **3.9 Reciprocal Arrangements**

ISHA may enter into and accept reciprocal arrangements for housing with its LA partners, NRA partners and other housing providers.

### **3.10 Priority Groups**

It is ISHA's policy to provide housing to individuals/groups in the following priority order:  
**Priority Group 1 – Decants**

This refers to tenants who must move from their existing ISHA home so that major works, repair or improvement can be carried out. There is a separate decant policy and procedure which provides more detail about our approach. Priority will be given to both temporary and permanent decants.

#### **Priority Group 2 – LA Priority Nominees**

This category includes disabled tenants requiring wheelchair adapted accommodation and nominees with learning difficulties or other special requirements.

#### **Priority Group 3 – LA General Needs Nominees**

This category is detailed in 3.5 above.

#### **Priority Group 4 – Reciprocal Offers**

This category is detailed in 3.9 above.

#### **Priority Group 5 – Mutual Exchanges**

Tenants who apply to ISHA for a Mutual Exchange will be dealt with within the statutory 42 day time limit.

#### **Priority Group 6 – Older People with High Support Needs**

The association has 2 supported living schemes and accepts nominations to these from Hackney social services (Provided Services). Applicants will have been assessed by care management and approved by panel as needing full time support and care.

#### **Priority Group 7 – Older People with Low Support Needs**

As with priority group 6, ISHA has 2 supported schemes for people with low support needs.

#### **Priority Group 8 – Transfers for Existing ISHA Tenants**

ISHA tenants, whose homes are no longer suitable for their needs, can be rehoused directly by the association after all the above priority groups have been considered. As there are more tenants wishing to transfer than we are able to help, all transfer cases are prioritised according to whether their need to move is urgent or non-urgent. Within each category priority is given on a date order basis.

### **3.11 Property Size and Type to be Allocated**

We will only normally accept nominations from Local Authorities that meets the known needs of the household. However, there may be occasions where this is not possible and ISHA reserves the right to allocate a property that may not meet the “ideal” size outlined below. The ideal property size/household ratios that we aim to achieve are given in the table below:

<i>Household size</i>	<i>Standard property size</i>
Single person	Bedsit or 1 bed 1 person
Couple (no children)	1 bed 2 person
2 adults not living as a couple	2 bed 2 person
1 or 2 adults + 1 child	2 bed 3 person
1 or 2 adults + 2 children	2 bed 4 person
1 or 2 adults + 3 children	3 bed 5 person
1 or 2 adults +4 children	3 bed 6 person

We will also aim to apply the following principles in allocating property:

1. An unborn child will be treated as born for the purpose of assessing housing requirements and the Mother can register on the list. However an offer will not be made until the child is born.
2. A bedroom of less than 10 sq. metres is a 1 person room.
3. Children of different sex, where the eldest is over 10 years, should not have to share a room.
4. Children of the same sex are expected to share a room. Where there is an age gap of more than 10 years or the eldest reaches 18 years, ISHA will consider the family for the next size of accommodation, if available.
5. Lettings need to contribute to the creation of balanced and sustainable communities and on occasions we may **under let** or target a particular type of household to achieve this aim.

On occasions we may **over let properties**. This mainly applies to those on ISHA's transfer list. A typical example would be where a family live in a 2 bed property but require a 4 bed. Given the low level of 4 bed properties the family might be offered a 3 bed instead.

### **3.12 Number of Offers**

1. Transfer applicants are entitled to **one** reasonable offer. If this is refused the applicant is removed from the list and the tenant will need to reapply after 12 months.
2. Decants will usually only receive **one** reasonable offer (more detail is contained in the decant policy).
3. Move on and referral agents (including key workers) and community lettings are entitled to **one** reasonable offer. No further offers will be made if the property is refused and the applicant will be barred from reapplying on the waiting list.

### **Reasonable Offers – Definition**

1. A reasonable offer should meet the essential needs of the household, for example in terms of size or floor level. Supporting medical evidence may be required.
2. ISHA will note applicant's preferences, e.g. for a particular type of property and area and will attempt to satisfy them. However, an offer would not be considered unreasonable if it failed to satisfy those preferences.
3. Transfer applicants will be able to specify postcode areas that they prefer. However, a further geographic preference within that area will only be treated as a preference unless there is some overwhelming social or medical need. Move on and referral agent nominations will be offered properties anywhere within the stock, unless there is an overwhelming social or medical need.

### **3.13 Form of Tenure**

ISHA will offer the most suitable and appropriate form of tenancy commensurate with the person(s) to be housed and the type of accommodation offered. This will usually be an Assured Tenancy, but in certain circumstances this may have to be a Secure Tenancy.

ISHA reserves the right to issue Assured Shorthold Tenancies (AST) in place of Assured Tenancies where appropriate.

### **3.14 Referral Agents**

The use of referral agents will be reviewed regularly and submitted to the housing subcommittee for approval every 2 years. In this review ISHA will need to ensure that the:

- Agencies conduct themselves fairly and in keeping with their and ISHA's equal opportunities policy.
- Agencies are able to supply suitable applicants.
- Applicants being referred have a housing need.

Should the above not happen, ISHA would arrange to meet with the relevant agency and if necessary recommend discontinuing their use.

No more than three referral agents will be used at any one time and nominations from referral agents will only be offered one bed/bedsit accommodation. Each referral agent will be offered a quota of one nomination per year. Acceptance of additional nominees is dependent upon commitments to other housing groups.

#### **4. PROCEDURE**

##### **4.1 Re-Let Properties**

ISHA aims to let and re-let properties within an overall target of 29 days from the date the property becomes void. To achieve this target the following re-let procedure will be followed **with strict adherence to the timescales**:

1. Void date – keys received by Monday before 12.00 noon **(Day 1)** – The Allocation & Voids Officer (AVO) notifies LA by email that the property is available; this initiates the CBL advertising process. However, ISHA may withdraw the void should it be decided by SMT to dispose of the property or to change the form of tenure.
2. If the keys are not handed in by 12 noon on the Monday – the void date will be the following Monday and the TSM's will advise the tenant(s) that a further weeks rent is payable.
3. The LA should provide ISHA with a shortlist of 5-8 nominees by 5.00 pm on the Wednesday of the following week **(Day 10)**. The AVO should chase the following day **(Day 11)** if the list is not received.
4. Upon receipt of the shortlist, the AVO will ring/text/e-mail or if no response/confirmation received to these contact methods, write to the nominees offering the property and arranging for an accompanied viewing within 5 working days – i.e. no later than the following Wednesday **(Day 17)**. In the case of Supported Housing all offer will be confirmed in writing.
5. The bidder with the highest priority who accepts the property will be given a maximum of 2 working days to accept and or re-view the property, after which the property will be offered to the next bidder according to their nominated order. Subsequent offerees will only be given 24 hours to accept the property. This will ensure that the property is accepted by the Friday of that week **(Day 19)**.
6. Once the property is accepted, the AVO will notify the LA of the outcome of the nomination by e-mail using the requisite form and arrange for the successful bidder to be signed up within 3 working days i.e. the following Wednesday **(Day 23)**.

7. The tenancy start date will be the following Monday **(Day 28)**. In no circumstances will ISHA grant a tenancy later than day 28 to a round 1 bidder.
8. If the outcome of the first round of viewings is that no one accepts the property (this will be known by day 19) the AVO will advise the LA no later than the following Monday by 12.00 noon **(Day 22)** enabling them to repeat the bidding process commencing the following Friday **(Day 26)**.
9. However, the AVO should request a **direct nomination** from the LA if the outcome of the first round is that no one accepted the property.
10. If the second round results in the same outcome (this will be known by day 40) the AVO will advise the LA no later than the following Monday by 12.00 noon (Day 43) enabling them to repeat the bidding process commencing the following Friday (Day 47). However, once again the AVO should request a **direct nomination** from the LA in preference to a third round of bidding.

### **Notice Required From Tenants**

To meet the 29 day target ISHA requires 4-weeks notice from every tenant who intends to vacate a property. The only exception is where an ISHA tenant has been rehoused by a Local Authority. In this case, the association will accept a shorter notice period as the outgoing ISHA tenant will usually be given a tenancy start date by the LA immediately upon accepting the offer.

In all other circumstances ISHA will insist on tenants giving 4-weeks to vacate their property or they will be charged up to four weeks rent for any short notice period.

This enables the TSMs to undertake a pre-void inspection two weeks before the due void date to advise and assist the tenant with their preparations for moving out. This will also enable the TSM to advise the AVO of the likely condition of the property once vacated.

This means that if the property is likely to be left in a satisfactory condition upon the tenant's departure, the AVO can start the lettings process 14 days earlier (Day -14) with viewings taking place immediately the tenant vacates the property – (Days 2-5)

### **4.2 New Properties**

1. Approximately 3-months before handover of the scheme, the Development Department will notify the RAP Department by e-mail of the "anticipated" handover date.
2. The AVO will advise either the LA directly (LBI) or the Sub-Regional Partnership (ELHP) of the properties to be handed over and will provide "advanced"

notification the host borough.

3. Between 8-6 weeks before the “anticipated” handover of the scheme, the AVO will “formally” advise the relevant borough’s of the properties available and their full details (including rents, service and other charges etc.) enabling them to advertise the properties under their CBL schemes and provide lists of nominees to ISHA.
4. Approximately one month/4 weeks before the “anticipated” handover date, the AVO will arrange for accompanied viewings of the properties (if a large scale development this will be in conjunction with the TSMs).
5. Once the list of nominees has been received, the procedure in 4.1(4) above for Re-let properties will be followed.
6. However, until the “confirmed” or “actual” handover date has been advised, The AVO will not be able to sign the prospective tenant up for the property.
7. Once the date for handover has been confirmed by the Development Department **by e-mail**, the AVO will arrange for the prospective tenant to be signed up in the office. For multiple sign ups, assistance will be provided by TSMs.
8. All new property tenancy start dates must be within a maximum 28 days of handover. In practice, the tenancy start date must be within 14 days of handover. Any extensions beyond the 14 day target must be approved by the RAPD.

### **4.3 Tackling Tenancy Fraud**

ISHA complies with the Data Protection Act 1998 (as amended from time to time) and as a result, the association can disclose personal information held about tenants to third parties. We will do this only if it is reasonable to do so in the course of our business as a provider and manager of social housing.

ISHA participates in an anti-fraud initiative run by the Audit Commission to promote the proper spending of “public” money. For this initiative we provide the Audit Commission with details of all new and existing tenants so that they can be compared to information provided by other public bodies. This will identify, for example, possible cases of subletting or dual tenancies.

Tenants’ details will also be matched against data supplied by other organisations, including Local Authorities and the Department of Work and Pensions. This can also identify errors with the data, which can be corrected.

## **5. MONITORING & FEEDBACK**

### **5.1 CORE**

CORE provides valuable information about new social housing lettings and tenants across England. As a housing provider we are required to collect this information for every letting and upload it onto the CORE website on a monthly basis.

CORE automatically calculates void periods, including the average time taken to let new and relet existing properties and, wherever possible, ISHA will use the CORE figures to provide consistent and comparable data on re-let times.

## **5.2 Performance Monitoring**

### **Monthly**

ISHA monitors the following information on a monthly basis:

- Number of G/N Homes Void & Available to Let
- Number of Available G/N Homes Let
- Average Relet Times for G/N Available to Let Voids
- Number of G/N Homes Void & Unavailable to Let
- Number of SUPPORTED Homes Void & Available to Let
- Number of SUPPORTED Homes Let
- Average Relet Times for SUPPORTED Available to Let Voids
- % Rent Lost From ALL Void Homes
- Number of New G/N Homes Let
- Number of New G/N Homes NOT Let
- Average Relet Times for New G/N Homes
- Number of New INTERMEDIATE Homes Let
- Number of New INTERMEDIATE Homes NOT Let
- Average Relet Times for New INTERMEDIATE Homes
- Average Relet Times for G/N Available Voids & New G/N Homes
- Lettings to BME Residents as % of ALL G/N Lettings

### **Quarterly**

ISHA will report to its Board and Housing Services Sub-Committee the following quarterly information:

- % Rent Lost From ALL Void Homes
- Average Relet Times for G/N Available Voids & New G/N Homes
- Local Authority Nominations as % of ALL G/N Lettings
- ISHA Transfers as % of ALL G/N Lettings
- Lettings to BME Residents as % of ALL G/N Lettings

### **Annually**

The annual lettings report is incorporated into the following year's Board and Sub-Committee Reports i.e. the performance figures for the last 2 years are found in the

respective outturn columns, with the initial notification of the outturn figures in the Q1 report.

### **5.3 Appeals & Complaints**

Any nominee who has a complaint about any part of the nomination process (initial contact, viewing appointment, sign up etc.) can speak directly to the A&VO or the RAPD regarding their treatment.

Alternatively, a formal (using the complaints form) or informal complaint can be made which will be responded to within 10 working days.

#### **The Right to Appeal**

Any appeal against a decision not to offer a property to a nominee will be dealt with under the complaints procedure, mentioned above.

### **5.4 Feedback**

Feedback from tenants is obtained by the Tenancy Services Managers via the four week *New Resident Visit* form – see Appendix 2.

After the TSM's visit, a copy of the completed form is e-mailed to the RAPD to ensure that any follow-up action in respect of the Allocations & Lettings process is taken and the outcomes fed back to the tenant and relevant staff.

## **6. DIVERSITY & VALUE FOR MONEY (VFM)**

### **6.1 Diversity**

ISHA will demonstrate its commitment to equality and diversity within the allocations and lettings process by aiming to ensure that no nominee will receive less favourable treatment on the grounds of gender, marital or economic status, disability, race, colour, national or ethnic origin, sexual orientation age or religious belief.

We also aim to ensure that the diversity of our tenants reflects the communities where we work across North and East London. The monitoring of lettings (via CORE) according to ethnicity is a key component of our approach. Where nominations from LAs consistently result in lettings to any particular group or where any group is significantly underrepresented the RAPD will use the appropriate Lettings Meetings to raise any concerns.

Furthermore, we will ensure, wherever possible, that the information we provide such as offer letters, the contents of sign up packs and tenancy agreements etc. is in easily readable forms for people who may not have English as a first language and for people who experience difficulties with reading. This includes a pictorial “interpretation” of the tenancy agreement for people with learning difficulties.

## **6.2 Value for Money**

ISHA subscribes to HouseMark on an annual basis and analyses the costs and qualitative aspects of the “letting” of properties via the annual benchmarking report.

Additionally, the association benchmarks its relative lettings performance on a quarterly basis via the HouseMark KPI tracking club. ISHA will ensure that this benchmarking data is used to fully understand the relationship between the costs and quality of the allocation and letting of its properties and is used to drive any service improvements.

## **7. REVIEW**

The Allocations and Lettings Policy and Procedure will normally be reviewed every three to five years unless legislative or regulatory requirements indicate an earlier review. The next review is scheduled for 2014-16.

### **Appendix 1: Definition of a true void**

A true void is generally described as:

- Voids within new build, newly completed or newly completed major repair schemes (including properties originally vacated through decanting).
- Voids created through urgent transfer to another borough (if the association cannot demonstrate reciprocity).
- Voids created through tenant moves to another landlord where no reciprocal arrangements exist.
- Voids created by the death of a tenant where there is no statutory right to succession.
- Voids created by tenants buying their own property in the private sector.
- Voids created by eviction or abandonment of property.

## Appendix 2



# New Resident Visit

Tenant's name

Address

Tenancy date  TSM

Interview date  EO

## 1. The allocations and lettings process

Ask the tenant and indicate in the boxes below how satisfied they were with the following aspects of the allocations process:

### a. The time taken from the date of receiving the offer to viewing the property:

Very satisfied  Satisfied  Average  Dissatisfied  Very dissatisfied

### b. The sign up pack and accompanying information:

Very satisfied  Satisfied  Average  Dissatisfied  Very dissatisfied

### c. The condition and quality of their new home:

Very satisfied  Satisfied  Average  Dissatisfied  Very dissatisfied

### d. Communication and keeping the tenant informed:

Very satisfied  Satisfied  Average  Dissatisfied  Very dissatisfied

### e. The attitude of staff:

Very satisfied  Satisfied  Average  Dissatisfied  Very dissatisfied

### f. The overall service from ISHA:

Very satisfied  Satisfied  Average  Dissatisfied  Very dissatisfied

## 2. Cleaning and Grounds Maintenance

Yes/No

**(only applies to flats and other properties with Cleaning and GM contracts)**

- a. Has the tenant met the Estate Officer? Y/N  
*Estate Officer should be in attendance, if not provide the name to the tenant*
- b. Is the tenant aware of the TSM and EO's duties and responsibilities? Y/N
- c. Is the tenant aware of the grounds maintenance and cleaning contract? Y/N
- d. If they are aware, do they know what is required to be done and are they satisfied with the standard of work? Y/N

## 3. Tenancy information

- a. Have all tenants taken up occupancy of the property? Y/N
- b. Are all occupants of the property as described in the housing application form? Y/N

*Check ID to confirm if necessary*

- c. Have you the correct contact numbers/details

Home tel:

Work tel:

Mobile tel:

Email address:

## 4. Rent (liaise with the Revenue Officer before or after the interview as appropriate)

- a. Are rent payments being made in the correct manner? Y/N
- b. Are the tenants aware of all the payment options available? Y/N

*Issue information sheet (to be updated) if necessary*

## 5. Housing Benefit (liaise with the Revenue Officer before or after the interview as appropriate)

- a. Have the tenants applied for Housing Benefit? Y/N
- b. If they have applied for HB, has the HB been applied to the rent account? Y/N
- c. If not, have all documents been submitted? Y/N
- d. Does the tenant require assistance with making a HB application? Y/N

## 6. Repairs

a. Is the property fully functional? ( E.g. water supply, electrical supply, doors windows etc)  
Y/N

b. Was the property clean and tidy when you moved in? Y/N

c. Are tenants aware of how to report repairs and are they aware of the repairs help desk telephone numbers? Y/N

d. Are there any outstanding repairs you need to report or chase up? Y/N  
Please list on the form for information purposes:

.....  
 .....  
 .....  
 .....

## 7. Tenant Participation issues

a. Are the tenants aware of the opportunities for involvement in the management of the Housing Service? Y/N

b. Would the tenants be interested in receiving information about future consultation or participation in the services Housing provides? Y/N

## 8. Tenant details

a. Is the tenant: Male  Female

b. How old is the tenant?

Under 35  35 to 59  60 to 74  Over 74

c. What would you describe the tenant as being?

White	British	1
	Irish	2
	Other	3
Mixed	White and Black Caribbean	4
	White and Black African	5
	White and Asian	6
	Other	7

Asian or British Asian	Indian	8
	Pakistani	9
	Bangladeshi	10
	Other	11
Black or Black British	Caribbean	12
	African	13
	Other	14
Chinese	Chinese	15
Vietnamese	Vietnamese	16
Other South East Asian	Other South East Asian	17
Prefer not to answer	Prefer not to answer	18

d. Does the tenant consider he/she has any disabilities?

Yes  No

**9. Any comments or questions from the tenants on the service received (please detail below):**

.....  
 .....  
 .....

**10. Action to be taken and how will this be fed back to the tenant(s):**

.....  
 .....  
 .....

**Signed:**.....(Tenant)

**Signed:**.....(TSM)

*On completion of the form, please forward it to the Housing Service Administrative Officer for processing, to record the visit on Universal Housing and file.*