



# Customer Charter – Housing Register and Nominations 2025

## Service standards for housing register and nominations

- Statutory guidance on allocation of accommodation
  - In the exercise of their functions under Part 6 of the Housing Act 1996, local authorities must have regard to statutory guidance issued by the Secretary of State.
  - [Allocation of accommodation: guidance for local housing authorities](#) is available on Gov.uk.
  - The following additional statutory codes of guidance have also been published:
    - Providing social housing for local people
    - Right to move
    - Improving access to social housing for victims of domestic abuse
    - Improving access to social housing for members of the Armed Forces
- The Home Choices Team can be contacted on 01427 676 676 or by email at [home.choices@west-lindsey.gov.uk](mailto:home.choices@west-lindsey.gov.uk) during normal working hours and on 01427 613960 in emergencies outside of normal office hours (after 5pm, weekends and bank holidays).
- We aim to respond to voicemails on the same working day (or the next working day if the voicemail was left after 3.30pm).
- We aim to respond to emails within 5 working days. Your e-mail will be acknowledged immediately with an auto response which will indicate your e-mail has been received by the team.

Full resolution of reason for contact may not be achieved within the first contact but we will work to resolve any queries or issues as quickly as possible.

### When someone applies to the housing register:

- We will assess all housing register applications according to our Housing Register and Nominations Policy
  - <https://www.west-lindsey.gov.uk/sites/default/files/2022-02/West%20Lindsey%20Home%20Choice%20Policy%202020.pdf>
- We will aim to contact you within 5 working days to request additional information if required to assess your application
- We will request a tenancy reference from your current or last landlord in order to assess your eligibility for the housing register. If you are in rent arrears or there have been problems with anti social behaviour, property conditions or other tenancy conduct issues then you may not be eligible for the housing register.
- We will aim to assess your application within 10 working days of receiving all information required from you and we will advise you in writing of the properties you are eligible to bid for and the band you have been placed in and why.
- If you tell us about a change of circumstances we will aim to re-assess your application and provide an update in 5 working days

## Your responsibilities when accessing our services:

- In order to assist you in the best way we can, you are required to be open and honest in regards to everything we need to know to assess your housing register application
- You will be required to provide us with any information we need to be able to meet your needs to access the service – for example if you require translation services.
- It is very important that you inform us immediately if your circumstances change including if you change your telephone number or email address so we can stay in contact with you.
- We require you to provide us with all documents we ask you for to enable us to assist you and assess your application/s.
- We kindly ask that you speak to us politely and courteously, without being abusive.
- Any unacceptable behaviour will be dealt with appropriately.

## West Lindsey customer service standards

In addition, the Home Choices Team work closely within the council's adopted 7-Point Customer Service Standards framework.

- Standard 1: Listen, understand and respond to our customers' needs
- Standard 2: Work with partners to support our customers
- Standard 3: Help customers to help themselves
- Standard 4: Provide services to our customers which they can rely on and trust
- Standard 5: Seek and use feedback opportunities to learn, grow and develop
- Standard 6: Communicate clearly and simply
- Standard 7: Treat customers fairly and respectfully

## Review

This customer charter will be reviewed annually and approved in line with the requirement below.

Approved by	Management Team
Approval date	6 <sup>th</sup> January 2025
Next review date	6 <sup>th</sup> January 2026

This document is available in alternative formats on request by contacting customer services by email [customer.services@west-lindsey.gov.uk](mailto:customer.services@west-lindsey.gov.uk) or by phone on 01427 676676