



Making a Housing Register Application:

When you make a housing application to the council:

- You will be asked to complete an online application form.
- If additional information or supporting documents are needed, a letter will be uploaded to your online application form. This letter will detail the information that we need.
- If you do not submit all the required supporting documents within 14 days from the date you submitted your application, your application will be cancelled
- If having received your completed application and supporting documents, we believe you are not eligible for inclusion to the housing register, we will write to you to explain our decision and how to appeal if you believe the decision to be wrong
- Your fully completed application form will be processed in line with the council's allocation policy within 28 days from receipt of all requested documents
- Once your application has been assessed a 'final banding letter' will be uploaded to your online housing register application. This will give you your Band and your priority date, and also explain the allocations process

To do this, we will:

- Ensure a housing officer is always available during normal working office hours to advise/assist you with any aspect of your housing register application
- Treat you as an individual who has the right to be treated with courtesy, fairness and respect
- Respond quickly and efficiently and aim to deliver a high quality service
- Be responsive to your needs and aim to ensure that you can make best use of our services
- Deal with our applicants with honesty and integrity telling you what we can and cannot do
- Keep you informed and aim to improve access to our services particularly through increasing the services we provide online
- Be clear about what your responsibilities are
- Respond to emails within 5 working days
- Assess fully completed housing applications and let applicants know the outcome in writing, including details on how to request a review of the decision.
- Offer practical assistance with making an online application for housing where requested or refer you to support agencies to help with this where appropriate.

OUR SERVICE STANDARD



Housing Allocations

- Check and acknowledge your housing register application
- Notify you of your initial priority band in writing within 10 working days
- Maintain a service to deal with housing advice and options enquiries.
- Provide in your offer letter information full details of the property being offered including the full address, size and rent amount
- Provide in your property offer letter information on home safety and landlord and tenant responsibilities in keeping the home safe.

We ask you to:

- Respect the rights of Council Staff to carry out their duties free from harassment or abuse.
- Provide us with the information and documents we need during the application process for example: proof of identity and income for all household members.
- Respond to us in a timely manner
- If you wish to have any letters sent to you via email or in the post rather than uploaded to your housing register application, please let us know
- Contact us if you need help with any part of your housing register application ie: if you are having any problems providing additional information or evidence

While you are on the Housing Register:

- You must notify the Council if there has been a change in your circumstances
- We will update your application within 14 working days of receiving details of a change in your circumstances . If this effects your Band, we will confirm this in writing.

We will cancel your Housing Register Application if:

- We consider that you are no longer eligible for housing, or if you fail to renew your application when prompted to do so, or if you fail to provide any requested further information.
- If your are re-housed or if you request us to do so.

Appealing against our decisions:

If you want to appeal against any decision made about your housing register application, a housing officer will be able to provide you with the details of what you need to do and who you need to send this to.

If you would like to get in contact with our Housing Allocations Team, you can do so by the following:

Telephone: 01255 686466

Email: housingallocations@tendringdc.gov.uk

Offices: 88-90 Pier Avenue, Clacton On Sea, CO15 1TN