

Home Safety &
Quality

Transparency
Influence &
Accountability

Neighbourhood
& Community

Tenancy

Allocations and Lettings Service Standard

We are committed to delivering a fair, transparent and accessible housing allocations and letting service. This will be achieved in partnership with the Countywide social housing register, **Homeseekerplus**

To achieve this:

When You Apply for Housing

- Provide access to our **Common Allocations Policy** and all relevant guidance via the **Homeseekerplus** register.
- Invite you to register online and offer appropriate support if you require assistance with the process.
- Assess your housing application within the timeframes set out in the **Homeseekerplus** policy.
- Confirm your registration details by email, including your registration number, housing band, and band start date.
- Contact you to request any necessary verification documents, in line with **Homeseekerplus** procedures.
- Offer tailored support to vulnerable households, including referrals to partner agencies to ensure they can understand and use the system effectively.
- Conduct an annual review to confirm whether you wish to remain on the housing register.
- Review and assess any supporting documents you submit in a timely manner, in accordance with **Homeseekerplus** standards.
- Consider any requests for review of decisions you disagree with, following the **Homeseekerplus** review process, which concludes with a panel of senior officers from at least two other local authorities.

When You Bid for Properties

- Enable you to bid online or set up automatic bidding.
- Allow you to bid on up to **three properties per bidding cycle**.
- Provide the option for a trusted person—such as a family member, friend, carer, or support worker—to bid on your behalf.
- Advertise available properties weekly on the **Homeseekerplus** website.
- Ensure property adverts include accurate and up-to-date information.

- Provide clear instructions for placing bids and a system to track your current bids. Offer feedback through the **Previous Bids** section, showing the band and waiting time of the successful applicant.

When a Property is Offered

- Make offers to the **highest eligible bidder** in accordance with policy.
- Arrange a viewing of the property before the tenancy agreement is signed.
- Discuss any concerns or queries you may have about the property during the viewing.

Exceptional Circumstances

- In some exceptional circumstances properties may be directly matched or restrictions placed on eligible bidders in accordance with the policy.

Keeping you Informed

- Make all **Homeseekerplus** information and communications available in alternative languages and formats upon request.
- Provide access to a **direct translation service** and **speech playback system** via the **Homeseekerplus** website.

Monitoring Our Performance

To ensure transparency and continuous improvement, we will publish the following performance indicators annually, specifically for Stroud District applicants:

- Total number of new applications submitted to the **Homeseekerplus** register.
- Total number of live applicants on the register.
- Total number of properties let through the register.