

allocations and lettings

All allocations of Green Vale Homes' properties, and nominations to houses owned by other housing associations, are made from the Housing Register in accordance with our Allocations Policy. We offer advice and assistance so that you can make the right choices.

as our commitment to you we will

- Let our properties within 3 weeks, where possible.
- Carry out an inspection of the property before the current tenant moves out.
- Advertise low demand property.
- Make a provisional offer to someone on the waiting list during the four week notice period.
- Arrange an accompanied viewing of a property.
- Give you 24 hours from the viewing to make a decision on whether you wish to accept the property.

as part of our routine service we will

- Start the process of letting a house from the moment we know it will become empty.
- Ensure that offers of accommodation are suitable to your needs.
- Where properties are refused, listen carefully to the reasons and act on these immediately.
- Make the best use of adapted properties, working closely with Health and Social Services.
- Sign you up as a 'starter tenant' where you are a new tenant, explaining our tenancy conditions and providing information to support you and help you maintain your tenancy.
- Explain our rent collection procedures at sign up, and help you complete Housing Benefit and Supporting People applications.
- Work to ensure a range of affordable properties are available.