

group. You don't need any experience as all training will be provided. If you would like to get involved or you would like more information about the group contact Jan Wade on 0161 484 3271 or email jan.wade@greatplaces.org.uk

How can you help?

You can help us by ensuring that the information you provide in your application form is accurate and that you provide all requested information (for example proof of your identity) as quickly as possible.

It is also important that you tell us as soon as possible if your circumstances change as this may affect your re-housing priority.

You can also help us by ensuring that you only bid for properties that you are eligible for. If you are not familiar with some places you may find it helpful to view the area before you bid to ensure that your bids are not wasted.



The following organisations are members of Oldham Housing Investment Partnership:

- Oldham MBC
- Guinness Northern Counties
- Regenda First
- Housing 21
- Villages
- Places for People
- First Choice Homes Oldham
- Contour
- Great Places Housing Group
- Aksa

Where you see this logo, you will know that the standards are being met.

Any questions?

If you have any questions or would like to speak to someone about these standards please contact Alison Stuart on: 0161 770 3957.



As part of the Tenant Services Authority's (TSA) trailblazer programme to develop local offers, social housing providers in Oldham have been working with the council to develop common standards for the way homes are let.



To help us develop these standards we spoke to over 70 applicants and tenants in Oldham to find out about your experiences of applying for a home, and what is most important to you.
This leaflet is our offer to you...

What are the standards?

Accessibility

Easily reached, easily understood, easily available, approachable and increase support for vulnerable individuals

Standard 1 - all housing providers are working towards using the same application form.

Standard 2 - there will be 'no wrong door' - this means that you can take your housing application to any housing provider.

Standard 3 - new applicants will be encouraged to have an interview if they need extra help on how to use choice based lettings.

Standard 4 - we will offer applicants a review if:

- Applicants in the Emergency and High bands have not been re-housed within 6 months or have had 3 failed bids.
- Applicants in Medium band have not been re-housed within 12 months or have had 3 failed bids.
- On request for applicants in Standard and Low bands.

Standard 5 - housing providers will monitor profiling information of applicants (such as age, ethnicity disability etc.) and use this to identify vulnerable groups that may require additional support and target resources appropriately.

Information

Knowledge, gathering facts, multi point information service, making facts known and organised data

Standard 1 - we will provide an information pack that is available in different formats for all new applicants that comprehensively explains the CBL process and review this pack annually.

Standard 2 - we will introduce and meet a 'customer charter' across all

housing providers which clearly explains what you can expect from us, and what your responsibilities are in return.

Standard 3 - we will make information available where possible about the areas our properties are in, to help you decide whether you want to live there.

Standard 4 - we will make an annual report available on the lettings made by area, banding and other profiling information to help dispel myths about and demonstrate fairness.

Standard 5 - we will regularly report on progress against these standards.

Support

Technical assistance, give active help and encouragement and help in crisis

Standard 1 - we will develop a simple calculator to help you understand what your prospects are of being re-housed in different areas.

Standard 2 - we will offer pre-tenancy training to applicants when they register.

Standard 3 - staff will complete equality and diversity training to ensure that they are able to respond to the needs of all customers.

Standard 4 - if you need extra help to apply for housing we will refer you to an agency that can give you support.

Standard 5 - if you need extra help we will offer outreach services in your local community.

What will happen next?

The standards are currently being phased in and will all be implemented by July 2012. Implementation of the standards has been phased in order to fit in with other projects currently underway in the borough, for example the new allocations policy.

We have set up a resident scrutiny group to oversee delivery of the standards and monitor performance. We are always looking for new members to join this