

Black Country Housing Group Lettings – Service Standards

At BCH we aim to deliver an excellent lettings service. To maintain high standards we will aim to:

- Provide general housing advice to help you meet your housing needs. However in the event that we cannot assist you, we will signpost you to other service providers.
- Post all application forms within two working days of request.
- Acknowledge the receipt of your application and request references or further information within five working days.
- Return any original supporting documents within five working days.
- Respond to email enquiries by 5pm on the next working day.
- Return any telephone calls by 5pm on the next working day.
- Display details of any available properties on our website www.bcha.co.uk
- Write to you as soon as you reach the top of the waiting list with details of the property available.
- Conduct your interview appointment within five working days of you responding to your letter. Your interview will usually take no longer than 30 minutes.
- Usually advise you of the outcome of your interview within five working days. (If you were nominated to us by the Local Authority this may vary dependant on references).
- Arrange for you to view the property prior to accepting the offer.
- Provide details of the rent, service charges and any other charges applicable to the property when a formal offer is made.
- Provide two sets of keys to your new home when you sign the Tenancy Agreement.

We will evaluate customer feedback through comments, complaints and ongoing surveys to measure our performance against the above targets. The performance results will be published on our website.