








# The Housing Register

## Service Standard



This leaflet outlines the service standards you can expect below:

### Applications

-  We will put your completed application on the register within 5 working days of us receiving it.
-  If your application form is not filled in correctly we will return it to you with a letter explaining what you need to do next. We will do this within 5 working days of receiving your application.
-  You have the right to see personal information that we hold about you.
-  We will explain how your points have been worked out and give you general information about how long it might take before an offer of accommodation can be made.
-  If you tell us about a change in your circumstances, we will reassess your application, update it on the register and inform you of your new points total.
-  If your application requires an assessment for medical points we will aim to assess your circumstances within 8 working days.
-  If you do not agree with the medical points given, you can appeal against our decision. Ask for an appeal form from any of our housing offices. We will respond to your appeal within 14 days.

### When you are required to supply information to us

We will give you 28 days to supply information if we are considering whether to remove your application from the register.

### If we refuse your application

If we decide not to put your application on the register or remove your application from the register (unless at your request) we will write to you. If you are unhappy with our decision you have 21 days from the date of the letter to request a review of our decision.

### If we suspend your application

We will write to you if we decide to suspend your application following the decision to award a penalty or following your refusal of four reasonable offers of accommodation. Leaflets explaining Ashfield Homes' policy on penalties are included with all application forms that are given out, offers of accommodation and suspension letters.

You can request a review of the decision to suspend your application by completing the form "Review of Decision to Place Application on Suspend". We will respond to requests for a review of the decision to suspend your application within 14 days. If you are not happy with the decision you will be given a "Customer Complaint form" if you request it.

We will send you a review application form each year within a month of the anniversary of your application. If you do not return your review application within 2 months we will inform you that your application has been removed and will only be reinstated if you request this within four months.

## Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

**Ashfield Homes**  
**Broadway**  
**Brook Street**  
**Sutton-in-Ashfield**  
**Nottinghamshire**  
**NG17 1AL**

## Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

**Property Shops (Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday)**

### **Sutton in Ashfield**

16 Brook Street,  
Sutton in Ashfield, Notts. NG17 1AL

**Telephone 01623 608950**

### **Kirkby in Ashfield**

Unit 2, Shopping Centre, 3 Lowmoor Road,  
Kirkby in Ashfield, Notts. NG17 7BE

**Telephone 01623 608932**

### **Hucknall**

Council Offices, Watnall Road,  
Hucknall, Nottingham. NG15 7LA

**Telephone 0115 9568713**

Visit our web site at [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)

**This leaflet is available in large print, Braille, audio and other languages.**

هەر زانیاریهك ده‌بارهی ناشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئەتوانرێت بۆ زمانی كوردی ته‌رجومه بكریت. ت‌كایه داوای زانیاری زیاتر له ئەندامیكی ده‌سته‌ی فه‌رمانبه‌ران بكه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujurati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)