



Housing Allocations

Service Standards

The **Housing Allocations Service** is the council's statutory housing allocations function under Part 6 Housing Act 1996 (as amended).

The team are responsible for the management of the council's housing register called Keyways, via its Housing Allocations Scheme. The Scheme deals with the allocation of social and affordable housing (both council-owned and registered provider stock) throughout North Northamptonshire.

Our Service Standards

As a service, we will:

- Treat all customers with respect, empathy and without judgement
- We will be easily accessible, by phone, online messages or email
- Meet specific communication needs by providing interpreters or accessible formats if you need them
- Listen carefully and assess each person's individual housing situation
- Be transparent, honest and have integrity
- Respond to changing needs and demands on the service
- Treat complaints seriously and use feedback to improve our service
- Not tolerate abusive, threatening or discriminatory behaviour

If you are eligible and qualify to join Keyways we will:

- Provide support to vulnerable applicants to help apply for social housing
- Assess and verify a new housing application within 30 working days and in line with current policies
- Advertise properties with key information to inform our customers
- Liaise with partners and other agencies to help resolve your housing situation
- Ask you to complete an annual review of your application to keep your details up to date
- Provide all key decisions clearly in writing with your right to review
- Conduct all formal reviews within 8 weeks