

# allocations promise



## Our Allocations Promise

This document sets out our Promises to customers in relation to how we allocate our homes.

The document has three sections which have been developed with our customers.

The first section sets out our Promises to you. The second section sets out the way we will measure and report our performance and in section three we explain how we will achieve value for money.



## Our Promises to you

- We will allocate our homes in a fair and transparent way that you understand
- We want you to 'pay and stay', so we will work with you to help you make informed choices about where you want to live
- We will participate in the Cheshire Homechoice choice based lettings scheme
- When we advertise homes we will include any details that may lead to you not being offered the property, for example if it has adaptations that are needed by another applicant
- We will support and help you to make bids on available homes and explain the details of the homes which are on offer
- We will publish details of successful bids so that you can see the outcomes and judge how to use your bids most effectively
- We will promote the most beneficial use of our homes to reduce overcrowding and under occupation
- When you view a home we will negotiate with you the work that needs doing
- We will introduce a local lettings policy where this would have a positive impact on a neighbourhood

## Measuring our Promises

- We will contact all new customers to determine how satisfied they were with our lettings process
- We will measure how long it takes us to relet empty homes
- We will measure how long our customers stay in their home
- We will analyse the reasons why people leave a Wulvern home to understand how we can help customers to stay
- We will compare our performance both nationally and locally with similar landlords
- We will monitor all of the above against customer data and information to assess if there are any trends and identify potential discrimination

**“We will allocate our homes in a fair and transparent way”**

Mark Washington,  
Voids and Lettings Manager



## Value for Money

We will consider and review the three key elements to delivering value for money:

### **Economy:**

We will keep a close eye on what it costs to provide the service

### **Efficiency:**

We will continuously explore ways of reducing waste and improving

### **Effectiveness:**

We will measure the impact of what we achieve

- When a customer moves out of a Wulvern home it costs us on average £2800 to ensure the property is fit for the next customer. Therefore we will work with you to make sure that when you are offered a home, it meets your needs and that you are happy to move in. We will then help you 'pay and stay'
- We will consider using a local lettings policy where this will help reduce tenancy turnover
- We will conduct viewings at empty homes with you whilst repair work is on-going to ensure we carry out the work that matters most to you
- We will appoint a dedicated officer to liaise with you throughout the lettings process to reduce staff costs
- We will ensure we make the best use of our homes by ensuring that adapted homes are allocated to customers who can make the best use of the adaptations



**Contact details:**

**Wulvern Head Office**

Wulvern House  
Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

**Wulvern Office Crewe**

Edleston Road  
Crewe  
Call 01270 506200

**Wulvern Office Nantwich**

Beam Street  
Nantwich  
Call 01270 506200

**Opening hours for  
Wulvern Head Office**

Monday – Friday 8.30am – 5pm

**Opening hours for  
Wulvern Office Crewe**

Monday 9am – 5pm  
Tuesday 10.30am – 5pm  
Wednesday 9am – 5pm  
Thursday 9am – 5pm  
Friday 9am – 5pm

Closed between  
1pm - 2pm

**Opening hours for  
Wulvern Office Nantwich**

Monday 9am – 5pm  
Tuesday 10.30am – 5pm  
Wednesday 9am – 5pm  
Thursday 9am – 5pm  
Friday 9am – 5pm

Closed between  
12.30pm - 1.30pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

### Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

### Chinese

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

### Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર ફોન કરીને અમને પૂછો.

### Italian

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

### Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان پێ بکه به  
01270 506200

### Polish

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

### Portuguese

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

### Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

### Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

### Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে  
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



[www.wulvern.org.uk](http://www.wulvern.org.uk)

**01270 506200**