

## **Rights of the Applicant**

Our Allocations Scheme has been framed to ensure that an applicant has the right to request information to enable them to assess:

- How their application is likely to be treated under the Scheme. In particular, whether they are likely to be regarded within the reasonable and local preference categories.
- Whether a home appropriate to their needs is likely to be made available to them and, if so, how long they can expect to wait to secure a successful move.

We will also ensure that applicants are:

- Treated fairly, with respect and without prejudice.
- Notified in writing of any decision made regarding their application for rehousing and the grounds on which that decision was reached.
- Given the opportunity of review against decisions made in respect of their application. For further information regarding reviews go to the section for Rights of Information, Review and Complaints on page 89.

## **What do we expect from Applicants?**

In this Allocation Scheme we will outline what our applicants can expect from us, but there are also some things that we expect from them:

### **Honesty**

We will be honest with our applicants. We will keep them informed of the progress of their application and we will explain any decisions that we make, including how we made them. In turn we expect applicants to be honest about your circumstances so that we can fairly assess their housing need and ensure they receive the right housing advice to suit them. Social housing is in very short supply and we will do everything that we can to ensure that best use is made of it.

### **Applicants must:**

- Provide all information requested that is, or may be, relevant to their application for rehousing
- Advise of any changes in circumstances. This includes, but is not restricted to;
  - any changes to their address including change of tenure
  - the birth of a child
  - the removal of someone from their application
  - the addition of someone to their application