

policy review

Following extensive consultation, in October 2004 we radically changed the way we allocate vacant housing. We moved away from the traditional system of one waiting list to a system of access bands. We did this to help get an even spread of different groups (general waiting list, homeless, transfers etc) across various neighbourhoods.

The reaction to this change has been very positive and has helped us to prevent some families from becoming homeless.

Full details of this new policy are contained in our booklet "Applying for a home with New Charter" which was included in your application pack. If you require a further copy, these are available from any of our town centre shops.



customer feedback

Customer views of our service are important to us. We want our customers to be pleased that they have chosen New Charter as a landlord.

Every new tenant gets a welcome letter along with a feedback questionnaire. Your views are important to help us get our services right.

The latest responses tell us that although only 26% of new tenants returned the forms, of those who did, all found the policy easy to understand and fair, all also found our staff to be helpful and professional. 87% thought that the rents we charge are either "very good" or "fairly good" value for money.



suspended applications

While we welcome applications from everyone, some individuals may not be considered for offers of accommodation, or may have to meet some conditions before they are actively considered.

If you owe money for rent arrears or rechargeable repairs to any Council or Registered Social Landlord (Housing Association) for either your current tenancy or a previous one, you will be expected to demonstrate that you are working to clear these debts. Your application may be suspended for a period until we are satisfied with your progress.

We continue to work with the Police and other agencies to support the communities in our neighbourhoods. If those communities would be put at risk by you living there, for example, because of crime or anti-social behaviour, we may suspend your application or attach conditions to any offer we make.

properties we let last year

Town	Studio flats (inc. sheltered) Beds	Flats (inc. sheltered and high rise)			Houses					Bungalows			Maisonettes			Total
		1	2	3	1	2	3	4	5+	1	2	3	2	3	4	
ASHTON	26	159	56	0	2	88	51	3	0	4	2	0	0	0	0	391
AUDENSHAW	0	43	1	0	0	13	5	1	0	12	0	0	21	3	0	99
DENTON	21	58	15	0	0	26	23	3	0	28	4	0	0	0	0	178
DROYLSDEN	7	47	53	0	0	14	8	1	0	3	0	1	4	1	0	139
DUKINFIELD	7	177	21	0	0	24	25	0	0	14	0	0	28	4	0	300
HYDE	10	131	26	0	0	36	28	1	1	18	0	0	26	0	0	277
LONGDENDALE	0	8	8	0	0	5	2	0	0	8	0	0	0	0	0	31
MOSSLEY	6	42	24	1	0	13	23	2	0	5	1	0	0	0	0	117
STALYBRIDGE	5	68	26	0	0	63	79	4	0	13	0	0	10	0	0	268
Tameside Total	82	733	230	1	2	282	244	15	1	105	7	1	89	8	0	1800

If you or anyone you have included on your application has threatened or used violence against any member of our staff, we may refuse to offer you a home.

We cannot consider applications from or including people who are subject to immigration control.

If any of the above applies to your application we will write to you with the details and advise you what you need to do next. If your application is suspended, this will be for a maximum period of 2 years in the more serious cases, but will often be shorter depending on the circumstances. Each application is considered individually, based on information provided or available to us. Any applicant who is suspended has a right to request a review of that decision by a panel of members not involved in the original decision.

