

Lettings & Allocations

Our Lettings and Allocations service covers the support you can expect to receive when you are offered a property with Aspire. This includes ensuring the property meets your needs, meets the Lettable Standard and making sure that you have the information and assistance you need to move into your new home.

OUR COMMITMENT TO YOU

- We want to get the best match between our homes and our customers' needs.
- We want to provide good quality homes to customers.
- We want to be fair in all that we do in allocating the scarce resource of our homes.
- When you agree to take a tenancy we will ensure that you are aware of all works that we will do to the property (inside and out) and the timescales for these works.

STANDARDS WE WILL MONITOR

- When we have made you an offer of accommodation we will keep you updated on the progress of your offer on a weekly basis, and will let you know when your new home will be ready to view.
- We will accompany you to view your new home and will discuss any support or assistance you may require in order for you to move in.
- All our properties will meet the Lettable Standard which has been agreed through consultation with customers.
- If you refuse three offers of accommodation, we will contact you to ensure that you understand your options.