

HALTON STANDARD FOR ALLOCATIONS

Six housing associations that own most social rented stock in Halton have joined together to ask customers what they want from an allocations service.

The six partner associations are:

- Arena
- Cosmopolitan Housing Association
- Halton Housing Trust
- Liverpool Housing Trust
- Plus Dane
- Riverside

The partners spoke to a small number of local people who told them that they want a more consistent, understandable and customer focussed allocation service, that offers more choice and greater transparency.

In response, the main housing providers have drawn up a draft Halton Allocations Standard. It is important that we find out whether the draft standard covers all the things that are important to customers, so that we can deliver an 'excellent' service for all.

We would be very grateful if you could look at the draft standard and let us have your views by the end of January 2010. You can send your response via e mail to <mailto:getinvolved@cosmopolitanhousing.co.uk>

A copy of the draft standard is available to download in our News section. If you wish for a hard copy of this document please contact the **Resident Involvement Team** on **0151 224 0204**