

Lettings

Service standards

The Lettings Service work to published service standards.
What you can expect from us:

Action	Timescale (working days)
Full assessment of your transfer application *	10
Reassessment of an open application when there has been a change in your circumstances *	10
Process a MoveOn application	10
Process a HOMES in application	10
Process a HOMES out application	10
Full assessment of a community lettings scheme application	10
Full assessment of an application for older person's housing	10
Full assessment of an application to swap your home (Mutual Exchange)	10

We will answer all other correspondence within the timescales set down in our corporate Customer Service Charter. If you would like more information about anything described on this page please contact Peabody Direct from 8am to 8pm weekdays on 020 7021 4444 or send an email to peabody.direct@peabody.org.uk.

*We won't start assessing your application until you have sent us all the information we need to make an assessment.



অভিযোগ করা – আপনি এই লিফলেট বাংলায় পেতে পারেন।

Şikayet başvurusunda bulunmak için – Bu broşürün
Türkçesini isteyebilirsiniz

التقدم بشكوى – يمكنك الحصول على هذه الكراسة باللغة العربية

Faire une Réclamation – Vous pouvez obtenir cette brochure en français

Apresentar uma Queixa – Este folheto está disponível em português

Making a complaint – You can get this leaflet in large print.