

**Epping Forest District Council
Housing Directorate**

DISTRIBUTION OF HOUSING SERVICE STANDARDS

Full Standard

- All existing tenants (with next issue of Housing News)
- All new tenants (in Tenants Handbook)
- EFDC Website

Homelessness

- All homeless applicants (at 1st interview with Homelessness Prevention Officer)

Housing Register and Allocations

- All existing housing applicants
- All new housing applicants (when their registration is confirmed)

Housing Repairs, Maintenance and Improvements

- To tenants in response to every repair report (with their confirmation of works order)

Disabled Adaptations

- To tenants when acknowledging receipt of request for adaptation
- To customers when the batteries are renewed

Careline & Sheltered Housing

- All existing residents with individual (dispersed) Careline alarms (with their letter informing them of next year's charge)
- All new Careline clients (in their information pack)

House Sales

- To potential applicants with the RTB 1 form (initial application form for the Right to Buy)

Leasehold Services

- To all leaseholders when sending out estimated service charge accounts