



Housing Options Team Service Standards

This document sets out the standards of service that you can expect to receive from the Housing Options Service, and also what we need you to do to help.

Our customer service

We will:

- Always introduce ourselves to you.
- Be polite and treat you with courtesy, honesty and respect
- Not discriminate against you because of race, colour, age, gender, disability, faith or sexual orientation.
- Provide accessible services for people with restricted mobility or impairment.
- Make translated information or large print available to you when needed.
- Answer the telephone within five rings.
- Speak to you within **30** minutes of you visiting our service – if there are any additional delays we will inform you of that.
- Respond to your letters and emails within **three** working days – if we are unable to do so we will explain this to you.

Homeless Prevention & Advice

We will:

- Work to try and prevent your homelessness occurring wherever possible.
- Listen to you and provide you with useful and correct information on how your housing situation can be resolved.
- Liaise with partners and other agencies to help resolve your housing situation.
- Visit you in various locations if you are unable to come to our offices, for example hospital or at home.
- Confirm clearly any advice that we offer you in writing with our Outcome of Interview notification and make sure that you understand it.

Homeless Interviews

We will:

- See you in a private interview room or in your own home if you are unable to get to us.

- Arrange for you to be interviewed by someone of the same gender if you would prefer this.
- See you on the same day if you are homeless due to an emergency

Homeless Applications

If you make a homeless application we will:

- Notify you of the name and contact details of your caseworker
- Keep in touch with you throughout the process to make sure that you know what is happening with your application.
- Carry out a detailed investigation of your application and notify you of our full decision in writing within 33 working days.
- Explain the reason for our decision to you.
- Let you know about your right to review if you are unhappy with the decision we have made.
- Inform you of the outcome of the review within 56 days and advise you of how to appeal against this decision.

Temporary Accommodation

If it is necessary to provide you with temporary accommodation we will:

- Do our best not to place households with children in bed and breakfast.
- Ensure that the accommodation is clean, safe and accessible for you when you move in.
- Make sure that we keep in touch with you whilst in temporary accommodation about the progress of your application.

What we expect of you

We ask that you:

- Treat our staff with respect.
- Do not use offensive language or violence to our staff or other customers.
- Be honest with the information that you provide.
- Provide any information that we ask you for as soon as possible.
- Be on time for any appointments that have been arranged
- Treat any Temporary Accommodation that may be provided with respect.
- Tell us if you need any help or support with any aspect of the homelessness process.
- We ask that you contact us if we are not delivering any of the standards mentioned in this document, so that we can improve our services.
- Provide feedback when requested to ensure most effective services and so we can measure the impact of our work.