

CUSTOMER SERVICE STANDARDS

HOUSING SERVICES

We have produced these standards to tell you about the level of service you can expect when you contact us and how you can help us deliver the service we have promised.

Keeping in Touch

We will:

- Answer your phone calls within 5 rings
- Reply to your letters within 10 working days
- Reply to your emails within 10 working days
- Keep our appointments with you and see you within 10 minutes of your appointment time. We will let you know if we are running late
- Be courteous, respectful and polite to you
- Treat you fairly
- Tell you the name of the person who is responsible for dealing within your enquiry
- Give you clear and correct answers and explain your housing rights
- Keep your personal records in line with Data Protection Act 1988 and let you see and update information if you need to (we may charge a fee for this)
- Produce our documents in plain English
- Produce our documents in other languages, larger print, Braille or audio tapes

Housing Register

We will:

- Send you an acknowledgement slip to confirm we have received your application form within 2 working days
- Send you a letter saying how many points you have received within 10 working days after you have received your acknowledgement slip
- Provide you with clear guidelines on the way we decide who is offered vacant housing association properties
- Send you a newsletter every 6 months about the Register
- Publish information on the number of people offered housing association homes and the points people needed for these offers in the Council's reception area and the website

Homelessness

We will:

- Give you a decision on your application within 33 working days and tell you if there is a delay

Rent Deposit Scheme

We will:

- Let you know if you have been accepted on to the scheme within 10 working days from Hart District Council receiving a reply to the Pre-Tenancy Determination (PTD) from the Rent Officer

Keeping You Informed and Involved

We will:

- Review how satisfied you are with our services
- Deal with any complaints you have within 15 working days using the Council's complaints procedure
- Tell you how to ask for a review of a housing decision

Helping Us to Help You

We ask you to:

- Give us information we request to process your application
- Keep your appointments with us and let us know if you wish to cancel
- Be courteous, respectful and polite to us