

## WHAT HAPPENS IF WE GET IT WRONG?

Where we have not performed well enough we will acknowledge where we have failed and apologise. This should be done on the spot at the time. You do not have to put it in writing. If you are still unhappy you can make a formal complaint. Reception will be able to give you a leaflet explaining what to do.

## GETTING THINGS RIGHT

Although we try to always offer the best service possible we recognise that we can always get better. If you think you have a suggestion on improving the service or you would like to comment on the standards and ways of working then please return your comments in the pre paid envelope. You do not need to include your name and address although without it we cannot reply to you.

*For more information please see  
Housing Advice or telephone us on  
023 80 688165*

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eastleighhomechoice

**Eastleigh Borough Council**  
Civic Offices  
Leigh Road, Eastleigh  
S050 9YN

eastleighhomechoice

# Service Standards for Housing Customers

June 2003

**EASTLEIGH**  
BOROUGH COUNCIL

## WAYS OF WORKING

We are here to help people secure good quality housing. This does not mean that we can provide everyone with the home they want when they want it. We believe that an important part of our role is to provide advice and information about the different housing options that are available, so that customers can make the best decisions possible. Sometimes these choices are limited and the wait for social housing can be lengthy.

To help us provide the best possible service we will do the following:

- ✓ Treat you politely and courteously. We would ask that you treat us the same. If you are not able to, then we will be unable to help you.
- ✓ Ensure that any information that you give us is kept private and confidential to you, unless we seek your permission to speak to others about your housing situation. For example we may need to speak to your doctor or your landlord in certain circumstances.
- ✓ We will respect people's differences and provide a service that does not discriminate.
- ✓ Provide staff who are well trained and knowledgeable about housing and who are committed to helping you. They will listen to you and help to explain the options that might be available to you.

✓ We will make sure that when we talk to you, provide information or write letters that it will be in plain English and easy to understand. We will avoid using jargon.

✓ We will try to use a form of communication that best suits you. This could include, face-to-face discussions, letters, emails, text messages or phone calls.

✓ Our service will be open from 8.30 am to 5.00 Monday to Thursday and 4.30 on Fridays.

## SERVICE STANDARDS

### Receiving customers in the building

✓ All customers will be acknowledged and welcomed when visiting reception

✓ An appropriate member of staff will see customers within 10 minutes. If this is not possible then you should be told who is available, or given an estimate about how long you may need to wait

✓ Where there is a pre arranged appointment you should be kept waiting no more than 5 minutes in normal circumstances

### Dealing with customers over the phone, by letter or email/text:

✓ Answer calls within 5 rings or where the person is unavailable return the call within 24 hours

✓ Where a reply cannot be provided immediately we will acknowledge correspondence within 3 working days followed by the full response within 10 working days. This does not include Homechoice Vouchers

## HANDLING INFORMATION

✓ We will register and acknowledge your Homechoice Application within 5 days of its receipt assuming we have all the necessary information

✓ If you are homeless we will seek to determine your application as quickly as possible once we have all the information and usually within 33 working days.

✓ Ensure that the lettings information on the Homechoice hotline and website is updated weekly and that information is sent to other information points on the agreed day.