

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website. These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

How to contact us:

Ripon Neighbourhood Housing Office ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

Bilton Neighbourhood Housing Office ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

Kennion Road Neighbourhood Housing Office ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

Housing Needs Centre, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

Out of Hours Emergencies ☎ 08457 089190



HOUSING Service Standards

Service standards tell you
what you can expect
from the Council

www.harrogate.gov.uk

Options/Allocations

What you should expect

from

Housing options and allocations

Housing Options Standards

We will:

- ▶ Ensure that application forms and information about the housing options in the Harrogate District are readily available and well publicised.
- ▶ Provide you with information to enable you to make informed choices on the housing opportunities available to you.
- ▶ Register your housing application within 10 working days of receiving it and send you a letter giving you information on your points total.
- ▶ Contact you within 10 working days of receiving your housing application if we need to ask for additional information in order to register your application.
- ▶ Reassess your housing application within 10 working days following a change in your circumstances and send you a letter giving you information on your new points total.
- ▶ Provide you with information on independent advice services and other agencies in the District and with your permission make referrals to other agencies that may be able to help you.
- ▶ Provide you with advice and assistance on your housing application.
- ▶ Review your housing application each year.
- ▶ Advise you about your right to review if you are unhappy about the way that we deal with your housing application.

Allocations Standards

We will:

- ▶ Allocate a suitable vacant property to the applicant with the highest points in accordance with the Council's scheme of allocation.
- ▶ Select the successful applicant for a vacant property within 5 working days of being given formal notice that the property is becoming vacant.
- ▶ Visit housing applicants before making an offer of accommodation.
- ▶ Send a letter to successful applicants to formally offer accommodation.
- ▶ Ask you to contact us within 2 working days of receipt of the letter, to let us know if you are interested in accepting an offer of accommodation, or we will offer the property to another applicant.
- ▶ Advise you what will happen if you refuse an offer.
- ▶ Send you a letter regarding your application for a mutual exchange within 42 days of receipt of your original written request.

You can help us by

- ▶ Providing us with proof of your circumstances.
- ▶ Letting us know if your circumstances change.
- ▶ Letting us know promptly if you are unable to attend any appointment.
- ▶ Renewing your housing application each year when we ask you do so.
- ▶ Bringing any evidence needed for Housing Benefit verification if you are intending to claim benefit when you sign up for your new tenancy.

