

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

[www.harrogate.gov.uk](http://www.harrogate.gov.uk)

# HOUSING Service Standards

Service standards tell you  
what you can expect  
from the Council



# Customer Care

# What you should expect

*from*

# Customer Care

## Customer Contact

### We will:

- ▶ Treat you fairly and politely at all times. We ask that you treat our staff in the same manner.
- ▶ Tell you the name and location of the person you are talking to.
- ▶ Listen to your enquiry and ensure that you receive a clear response to your request or enquiry within a given period of time.

## Our Service

### We will:

- ▶ Answer all telephone calls within 5 rings and offer to call you back if your enquiry is likely to take some time. If the person you have called is not available their phone will be answered by a colleague or by their voicemail.
- ▶ Refer you to the correct department if we cannot resolve your query.
- ▶ Answer letters and requests within 10 working days.
- ▶ If we cannot provide you with a full response immediately, we will acknowledge your letter within 5 working days, and reply as soon as is possible.
- ▶ Respond to customers requiring call-back within 1 working day.
- ▶ Write clearly avoiding jargon and abbreviations.
- ▶ Ensure that all personal information/records are available to our customers within 10 working days.
- ▶ If you request confidentiality we will offer an appointment, we will see you on time and we will carry identification .

## Information

We will provide you with a copy of the Tenants Handbook and send you a quarterly newsletter "Tenants News". You will also receive news from the Tenants Advisory Forum in the "News4You". We will endeavour to maintain an up to date information display in our offices.

## Fairness

### We will:

- ▶ Provide the same high standard of service wherever you live.
- ▶ Not discriminate against anyone irrespective of race, age, disability, gender, sexual orientation or religion.
- ▶ Ensure that staff dealing with the public have received training concerning diversity issues.
- ▶ Provide wheelchair access at all council offices.
- ▶ Access an interpretation service for non english speaking customers.
- ▶ Produce leaflets and letters in large type, Braille or in audio tape form if requested.
- ▶ Provide translations through the language line facility as necessary.

## Quality Service

### We aim to:

- ▶ Review our standards with the "Performance Monitoring Group" and the Cabinet Member (Housing) to ensure they meet the needs of customers and to consult customers through surveys regularly.
- ▶ Undertake a general Tenant Satisfaction survey every three years.

