

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**

Equality and Diversity

What you should expect

on

Equality and Diversity

We recognise that equal opportunities is a vital part of the success of our activities. We will make sure that we provide equal opportunities for all our customers.

We will:

- ▶ Work to create close relationships with people from minority and disadvantaged groups.
- ▶ Work to make sure that all people benefit from our work according to their individual needs.
- ▶ Make sure that our offices are accessible to all customers.
- ▶ Train and monitor all staff to make sure that they keep to our equal opportunities policy in all aspects of their work.
- ▶ Collect information and monitor records of the ethnic origin, age and sex of people on our housing waiting list and of new and existing tenants.
- ▶ Work with other organisations and agencies to promote equal opportunities.

- ▶ Provide interpreting services to customers whose first language is not English to allow them to access our services.
- ▶ Provide translations, tapes, Braille and large print leaflets on request.
- ▶ Make sure our contractor and consultants keep to our equal opportunities policy.

