

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

Participation and Consultation

What you should expect *from* Tenant and Leaseholder participation and consultation

Harrogate Borough Council is committed to working in partnership with tenants and leaseholders to ensure they have opportunities to become involved individually and collectively in the decision making processes that affect the management of their homes.

To consult you

We will

- ▶ Consult you on any significant change in services we provide to you and your home, both individually and through formal structures such as the Tenants' Advisory Forum.
- ▶ Take account of your views when making decisions on the way we deliver services and provide feedback.
- ▶ Send you 3 copies of the "Tenants News" a year updating you on our work performance and the Council's future plans.
- ▶ Offer you a variety of options to become involved in a way that you choose.
- ▶ Review the Tenant Compact each year so we can increase the opportunity for tenants to take part.
- ▶ Give you the information to help you take part.
- ▶ Use plain language and clear presentation in leaflets and literature.
- ▶ Provide help with the cost of transport, childcare, carers, interpreters and other costs which tenants may incur by taking part.

- ▶ Provide freepost addresses for tenants and leaseholders to use when their views are being sought by post.
- ▶ Actively encourage, consult and provide support to tenants and residents groups.
- ▶ Offer a training programme that will help tenants get the most from their involvement.
- ▶ Offer tenants the opportunity to join groups with councillors which develop housing strategies and policies and to monitor our performance.

You can help us by

- ▶ Letting us know about your area by writing articles for the "News 4 You" newsletter.
- ▶ Contacting us if you would like to set up a residents' group in your area or are interested in joining one of the tenant involvement groups.
- ▶ Replying to our surveys so that we can improve our service to you.

