

# customer services

We aim to provide quality services that are easily accessible and responsive to the needs of all our customers. We maintain a joint Housing Register with Rossendale Council. Together with our Allocations Policy, this enables us to allocate housing in a fair, transparent and equitable manner.

## as our commitment to you we will

- Register your housing application within 5 working days.
- Review your application annually by sending you a letter to check your details. After 14 days, we will send a reminder allowing 7 more days for your reply. If we do not hear from you within the 28-day period, we will remove your name and details from the register.
- Assess medical forms within 28 days.

## as part of our routine service we will

- Keep our housing register up to date.
- Write to you explaining our decision and advising what you need to do next if you are not eligible for housing.
- Contact you and advise what you need to do next if your application is not fully completed.
- Update your application form to reflect any change of circumstances you tell us about.
- Assess any medical condition to ensure this is taken into consideration when awarding points, and to identify properties that suit your specific needs.
- Consider entry on to the Housing Register outside of our Allocations Policy where exceptional circumstances prevail.
- Provide general housing advice.

- Provide assistance with completing forms supplied by us.
- Encourage feedback on our services.
- Publish details of our office opening times.
- Provide information leaflets on all our services.
- Update our website regularly.
- Record and store your information accurately and confidentially in accordance with the Data Protection Act and only use it to make decisions about your housing needs and to help us improve our services to you.
- Provide access to interpretation/translation services.
- Provide knowledgeable staff in the Bacup Neighbourhood Office and the One Stop Shop, who will give advice on a range of housing related enquiries.
- Provide a 24-hour freephone service for reporting repairs.
- Arrange appointments for repair work.
- Deal with calls at first point of contact, or refer you to the right person first time.
- Arrange appointments or private interviews for a range of housing services.