

Lewes District Council

wants to be recognised as a centre of excellence in environmental management and to make sustainable improvements in the quality of life of local communities by:

- Protecting and enhancing the quality of the environment.
- Supporting and promoting a diverse and prosperous local economy.
- Supporting the housing, health and social needs of everyone in our communities.

Our commitment to customers

- To provide good value, efficient and effective services to all our customers.
- To provide services that everyone can use and to make our premises and information as accessible as possible.
- To ensure that our premises are clean, comfortable, smoke-free and well signposted.
- To treat everyone fairly and respect their privacy.
- To be open, honest and accountable for our actions.
- To consult and listen to our customers.
- To strive for continuous improvement in our services and processes.

Help us to help you

- Be polite in dealing with our staff. We will not tolerate abusive language or violent behaviour towards them.
- Give us all the information we need to deal with your request.
- Let us know in advance if you need to cancel an appointment.
- Let us know in advance if you need a signer or interpreter.
- Tell us immediately if you are unhappy with a service, giving us as much detail as possible.
- Give us ideas, comments and suggestions.
- Help us to care for our environment.
- Comply with our Health and Safety regulations which are there to protect you.



What do you think?

If you want to comment on our service, please contact or visit us at:

Housing Services
20 Fort Road, Newhaven
East Sussex BN9 9QF

Or telephone

Tel: 01273 471600

Fax: 01273 484260

Email: housing@lewes.gov.uk

Further information about our service is available from our web site: www.lewes.gov.uk

Opening hours:

Monday to Thursday (9am to 4.45pm)

Friday (9am to 4.15pm)

Other formats

“এই পুস্তিকা অনুরোধ করলে বড় মুদ্রণ, শ্রবণের টেপে বা ডিস্কে অথবা অন্য কোন ভাষায় পাওয়া যাবে। আমাদের **01273 484141** নম্বরে যোগাযোগ করুন বা ইমেইল করুন lewesdc@lewes.gov.uk-তে”

這份通告文件另外還製成大字印刷版本，或是錄音帶或錄音磁碟，也有另外一種語言的版本；如果您有需要，請通知我們，我們就會為您提供特別版本。聯絡方式：電話：01273 484141 或電子郵件：lewesdc@lewes.gov.uk

This leaflet can be made available in large print, on

audio tape or disk or in another language, upon request. Contact us on 01273 484141 or email lewesdc@lewes.gov.uk

Designed and produced by
Lewes District Council Feb 2009



Housing Services for Council Tenants and Leaseholders

SERVICE STANDARDS

What you can expect from us



Our service aims

- To maximise the letting of Council homes.
- To maintain and improve the condition of Council homes in the District.
- To foster tenant empowerment and partnership with all stakeholders.
- To provide good quality housing services that meet the needs of our tenants and leaseholders and take account of diversity.
- To promote sustainable communities, particularly within Council housing.
- To ensure good and continually improving environmental performance within our housing and other related activities.
- To collect all charges related to the housing service efficiently.

General Standards

Our staff will

- Be helpful, polite and professional when dealing with customers.
- Wear name badges when dealing with customers.
- Provide a private interview room if requested.
- Arrange a convenient date and time for visits, meetings or appointments.
- Show you an official ID badge without being asked if they need to make a home visit.
- Try to deal with your enquiry or complaint straight away. If the person you need to speak to is unavailable, they will contact you as soon as possible.
- Answer the phone within 20 seconds and return phone messages within 1 working day.
- When we need to use answer phones, messages will be checked regularly.
- Answer your letter, fax or email within 7 working days using Plain English and avoiding jargon. If the response is likely to take longer an acknowledgement will be sent confirming when you can expect a reply.
- Respond to Freedom of Information requests within 20 working days.
- Apologise if we are at fault and do their best to put things right. Complaints referred to the head of service will be dealt with in 20 working days.

Estate management

We will

- Inspect all estates/communal areas every 12 weeks.
- Remove abandoned and illegally parked cars on Council land within 8 weeks.
- Respond to complaints of harassment, neighbourhood nuisance or anti-social behaviour within 7 days.
- Re-let empty homes to an agreed standard.
- Provide all new tenants with a Tenants Handbook explaining their rights and responsibilities.

Tenant participation

We will

- Encourage the setting up of Tenants' Groups
- Hold an annual Tenants Conference.
- Provide a Tenants Resource Centre in Lewes and access to administrative support in other areas.
- Provide a minimum of 2 meetings a year for tenants to monitor the housing service.
- Review our Tenant Compact every 3 years.
- Send out our newsletter 'Housing Link' and tenants newsletter 'Tenants Voice', to all Council homes 3 times a year.



Rent collection and arrears recovery

We will

- Advise all new tenants of payment options and ways of accessing all relevant benefits.
- Take action on rent arrears after 2 weeks.
- Provide advice and support to tenants having difficulties paying their rent.

Repairs

We will

- Provide an emergency out of hours service.
- Carry out all emergency repairs within 24 hours.
- Offer appointments for all non-emergency repairs.
- Notify you in writing when repair work is to be carried out.
- Give you a feedback form to comment on the work that has been carried out and investigate all reports of poor service within 4 weeks.
- Leave a card saying we called if no-one is at home.

Transfer and exchanges

We will

- Forward all applications for transfer to the Sussex Homemove scheme within 7 days.
- Process all applications for mutual exchange within 6 weeks.

Supported housing and Lifeline

We will

- Provide a 24 hour alarm call monitoring service to our sheltered schemes when the scheme manager is not available.
- Provide the services of a scheme manager on all our schemes.
 - Provide a service appropriate to the needs of the individual.

Our information will

- Be clear, up to date and accurate.
- Be available in a range of formats and languages on request.

We monitor our performance regularly and set targets to improve the services we provide. For more information, visit our website at www.lewes.gov.uk.