

# TENDRING DISTRICT COUNCIL – HOUSING SERVICES

## **Our *Service Standard* for Homelessness Services**

This leaflet sets out the standards of service that you should expect from the Council if you seek assistance from the Council because you are homeless or going to be homeless.

### **Our aim:**

We aim to provide a high quality and efficient homelessness service for all homeless people, regardless of whether we have a duty to provide accommodation or not.

### **We will always...**

- Be polite and professional towards you.
- Respect the confidential nature of the information you give us
- Be sensitive to your individual needs and requirements. We understand that you may be upset or anxious because of your situation.

### **If you apply as homeless, we will....**

- See you if you come to us on the day or a few days before you become homeless
- Give you the opportunity to discuss your problem with an officer in a private interview room.
- Arrange an appointment within 10 working days if you are not homeless imminently.
- Arrange interpreter services if you do not speak English as a first language
- Arrange to visit you if you cannot visit Clacton or Harwich for an interview due to special circumstances
- Operate an out of hours emergency homelessness service if you become homeless when the offices are closed.
- Aim to give you a written decision on your homelessness application within 33 working days of your application being made.
- Advise you what you can do if you disagree with a decision we have made.
- Provide written information on how your application or enquiry will be dealt with.

### **You can help us by....**

- Treating staff with courtesy and respect.
- Advising us of any changes in your circumstances
- Advising us if you cannot keep an appointment or an arranged visit
- Letting us know if we fail to meet any of these standards

## **If we have to arrange emergency accommodation for you, we will...**

- Aim to minimise the use of bed and breakfast accommodation for families with children
- Take into account your wishes and needs when finding you accommodation.
- Inspect the bed and breakfast establishments on a regular basis to ensure standards are met.
- Respond to any complaints you have concerning the standard of emergency accommodation.
- Aim to only provide emergency accommodation in this district.
- Provide households who are new to the area with an information pack on local services.

## **How will we know if we meet these standards?**

We will regularly check our performance against these standards and we will also ask you for your views. We will publish the results annually in *Tendring Reports*

## **Complaints...**

We always try to provide the best service that we can but accept that sometimes mistakes and delays do occur. If you are not happy with something we have done or not done, you should contact the section whose details are given below. We will resolve your complaint or, if necessary, provide you with information about the Council's customer complaints procedure

## **...and compliments**

We would also like your opinion on what works well, so if a particular member of our staff or a service that we provide has impressed you, please let us know.

## **Contacting us**

For further information about seeking homelessness assistance, please contact our Homelessness and Advice Section by:

- ◆ Telephoning 01255 686438 or 686445 or 686444
- ◆ Writing to:  
Allocations Manager,  
Housing Services,  
Station Road,  
CLACTON ON SEA,  
Essex CO15 1SE
- ◆ Or e-mailing us at [housing.services@tendringdc.gov.uk](mailto:housing.services@tendringdc.gov.uk)

You can also find out more about Tendring District Council Housing Services by visiting our website at [www.tendringdc.gov.uk](http://www.tendringdc.gov.uk)