

TENDRING DISTRICT COUNCIL – HOUSING SERVICES

Our *Service Standards* for Special Needs Housing

This leaflet sets out the standards of service that you should expect from the Council if you apply to have adaptations carried out on your Council home or if you seek advice on adaptations.

Our aim:

We aim to please by ensuring that your request for adaptations is efficiently processed and that any works carried out assist you to remain in your home and improve your quality of life.

We will..

- Assist you to complete referrals to Social Services if you are not able to do it yourself
- Visit you in your home to discuss your request for adaptations at your request
- Provide you with all the information you need concerning adaptations, including who to contact as necessary
- Approve any recommendations received by the Occupational Therapist within 5 working days
- Liaise with other services and contractors to monitor the progress of any works
- Visit you if you apply for help with internal decorations to discuss the scheme and its criteria
- Ask you for your comments after any work has been completed to see if you are satisfied with the work

If we cannot assist, we will..

- Give you advice on other sources of help that may be available
- Advise you on your right to seek a move to alternative accommodation and your prospects for getting assistance with a move.

You can help us by..

- Advising us if you will not be in when we have arranged to visit you
- Advising us if your circumstances change in any way.

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 give 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 service that we provide has impressed you, please let us know.

Contacting us

For further information about adaptations on Council properties or for information on other sources of help, please contact Special Needs Housing by:

- Telephoning 01255 686446

- Writing to :

Allocations Manager
Housing Services
Clacton Town Hall
Station Road
Clacton-on-Sea
Essex CO15 1SE

- or e-mailing us at 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