

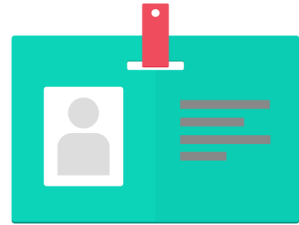
Service Charter LOCAL STANDARDS

The Housing Service aims to provide the highest standard of services possible within the resources available. We aim to treat everybody equally, whilst recognising the different needs of our customers.



LOCAL STANDARDS

Customer Service & Choice Standards



- We will aim to answer all telephone calls within 10 rings and give our name.
- We will wear photographic ID in the office and when conducting home visits at all times.
- We will help you fill out housing-related forms - immediately if we are able to - and by appointment if we are not.
- We will arrange a private interview at your request.
- We will arrange to carry out a home visit at your request.
- We will provide information in different languages, mediums (audio/DVD) and formats (large print/Braille) at your request, when we are able to do so.

Home Standards



- We will carry out emergency repairs within 2-24 hours (dependant upon the nature of the repair), urgent repairs within 7 working days and routine repairs within 30 working days.
- If we cannot complete a repair in one visit for whatever reason, we will inform you what will happen next.
- We aim to carry out a post inspection on at least 5% of repair jobs to assess the quality of the job.
- When we undertake planned maintenance, we will offer a choice on the design and materials that can be used, wherever possible.

Neighbourhood & Community Standards

- If you make a complaint about anti-social behaviour we will respond to incidents involving threats or actual violence within 24 hours of being notified during office hours and other problems within 10 working days, giving the name and contact details of the officer who will deal with your complaint.
- We will take legal action for anti-social behaviour on our estates where we deem it necessary to do so and when we believe there is a reasonable prospect of success.
- We will conduct regular estate inspections and take follow up action, where necessary.
- We will remove offensive graffiti within two working days and other graffiti within seven working days of being notified.
- We will remove hypodermic needles within two hours of being notified, during office hours.



Do you want this document in another language or large print?

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

English: If you require this document in Braille, audio or another language please email: housing@westmorlandandfurness.gov.uk or tel. (01229) 876578. You may use your own language if you prefer.

Cantonese:

如果您想獲取該文件的不同版本，如：大字體印刷，盲文，音頻或其他語言之版本，請電郵至：housing@westmorlandandfurness.gov.uk 詢。（您可以選擇使用自己的語言）

Lithuanian: Jeigu jums reikia dokumento Brailio šriftu, audio įrašo ar kita kalba, prašome atsiųsti elektroninį laišką adresu: housing@westmorlandandfurness.gov.uk Jus galite rašyti savo kalba, jeigu jums taip patogiau.

Polish: Jeśli zyczysz sobie kopie tego dokumentu w alfabecie Braille, systemie audio bądź innym języku, proszę przesłać swoją prośbę na adres e-mail: housing@westmorlandandfurness.gov.uk Jeśli preferujesz, możesz użyć swojego języka

Portuguese: Pode obter este documnetoem Braille,Audio ou Outra Lingua por favour: housing@westmorlandandfurness.gov.uk Tu podes usar a tua propria lingua se tu preferires .

Turkish: Sorustumaya ihtiyacınız varsa bu belgeyi bulabilirsiniz.Körler Alfabesi, Körler için Kabartma yazıye, ses dinleme kendi dilde, başka dilde,Elektronik posta ile araştıma yapı bilirsiniz housing@westmorlandandfurness.gov.uk İstersen kendi dilinle konuşa bilirsiniz .



Westmorland
& Furness
Council

Housing Service

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TOWN HALL OPENING TIMES: Monday to Friday: 9am - 4pm

Telephone enquiries: Monday to Thursday: 8:30am to 5pm (4:30pm on Fridays)

FOR EMERGENCY OUT-OF-OFFICE ENQUIRIES TEL. (01229) 833311