

Housing Options Service Standards

Our Commitment to You

If you are at risk of losing your home or have nowhere to live, the Housing Options Service can help. We will try to help you, to prevent you from becoming homeless.

We will provide all customers with equal access. We will not discriminate against anyone because of their age, disability, gender, race, religion or sexual orientation. We expect all customers to treat staff with respect too.

Housing Options Service Standards

- We will provide a friendly advice service which is confidential as long as there are no safeguarding concerns. If you have given permission we may need to share or request information about you
- Answer all phone calls with our name and service area within 20 seconds during office hours.
- Deal with phone calls immediately or, if this is not possible, call you back within one working day or at an agreed time.
- Respond to your letters & emails within 5 working days
- Send forms or information leaflets you ask for within 5 working days. These can also be downloaded at www.york.gov.uk
- Give you clear and relevant advice and information in reply to any query.
- Visit you in your home or in hospital within 5 working days of contact if you cannot access West Offices due to your health or disability.
- We will carry identity badges at all times. Please always ask to see identification before letting anyone into your home.
- We will collect and monitor information about customer satisfaction and customer profiles and use this information to improve our services and report findings annually. We appreciate and will act on your comments.
- We will consult with customers for specific issues and ask for feedback.
- We will change our policies and services if they treat any group unfairly

Housing Options Services standards in the Customer Centre:

- We aim for you to see a Housing Options worker at the advice desk within 15 minutes.
- If you have an arranged appointment with a worker or are referred to a duty Housing Options Worker, we aim for you to be seen within fifteen minutes.
- We will provide a private area for confidential enquiries
- We provide induction loops, sign language facilities and an interpretation service if you need them.
- We will use written and spoken language that is clear .
- We will provide written documents that are easy to read and will offer them in large print, Braille or an audio CD if required.
- We can arrange to translate written documents sent to you by us ,if you are a non English speaker and you have no support to do this for you.

Applying for a Home through the Homeless process

If you are homeless or about to become homeless you may need to make a legal 'homeless application'. Not everyone who applies as homeless is entitled to accommodation:

- We will give you the contact details for the officer dealing with your case
- We will provide an emergency service outside office hours 365 days of the year
- We aim to write to you within 33 days from the date of your application with the decision and explaining the councils legal duty. We will let you know if it will take longer.
- We will tell you in the decision letter about your right to a review of our decision and when you need to do this by, and who can help you.
- If you ask for a review , we aim to give you a decision within 56 days.