

## You and your home

### Service standards for the housing solutions team

#### Housing solutions service standards

This leaflet explains the service standards we aim to meet, what you can expect from us and what we expect from you in return. We always welcome your comments on how we can improve our service to you.

We work closely with other council departments and organisations outside the council.

#### **We will always:**

- Be polite and professional with you
- Respect the confidential nature of the information you give us
- Be sensitive to your individual needs and requirements
- Be understanding if you are feeling anxious and unsure of your rights
- Provide a confidential interview space for you
- Arrange to interview you at home if you cannot visit us, due to special circumstances, e.g. disability.

#### **How can you help us:**

- By completing the Initial Homelessness Enquiry form in full
- By quickly providing any information we request
- By attending appointments on time
- By keeping in touch and letting us know of any change in your circumstances
- By treating our staff with courtesy as we are trying to assist you
- By acting on the advice we give you.

#### **When you apply to us as homeless, we will:**

- Contact you within three working days of receipt of an Initial Homelessness Enquiry form by letter or telephone
- Provide an officer who will be responsible for your application from start to finish
- Make a suitable appointment with an officer, where necessary
- Take a homeless application, where applicable
- Do everything we can to ensure that you do not lose your home
- Refer you to specialist advisors, where necessary
- Endeavour to make a decision on your homeless application within 33 working days
- Tell you in writing of the decision on your homeless application within three working days of a decision being made
- Give advice and assistance to help you with accommodation, even if we don't have a duty to house you
- Ensure that an officer will see you within 20 minutes, if you are 'emergency homeless'.




#### **Temporary accommodation**

If we believe that you are homeless and potentially a priority, we will offer temporary accommodation, until a decision is made on your homeless application or until you are permanently re-housed. Temporary accommodation will be provided if you have no other alternative accommodation with family or friends.

We will offer the most appropriate accommodation available to you at the time of your homelessness, either:

- Bed and breakfast accommodation
- Council accommodation under a licence agreement
- Advise and arrange if appropriate for refuge accommodation.

## Useful contacts

South Kesteven District Council – housing solutions department	 01476 40 60 80	 <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>
		 <a href="mailto:housingsolutions@southkesteven.gov.uk">housingsolutions@southkesteven.gov.uk</a>

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## Alternative formats

**Large print, Braille, audio tape or computer disc**

This information can be made available in large print, Braille, on audio tape or computer disc. If you, or someone you know, might benefit from this service, please contact us.

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**Česky**

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto servisu, obraťte se prosím na nás.

## Magyar

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer igényt tart erre a szolgáltatásra, kérem, keressen fel minket.

## Latvian

Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu paziņai šādi pakalpojumi nāktu par labu, lūdzu kontaktēties mūs.

**Lietuviškai**

Šią informaciją galite gauti lietuvių kalba. Prašome kreiptis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

**Polski / Polish**

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś kogo Państwo znają, może z tej usługi skorzystać, proszę nas kontaktować.

## Portuguese

Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contacte-nos.

**Русский**

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые посчитаете такую услугу необходимой, пожалуйста, свяжитесь с нами.

**Türkçe**

Bu bilgiler Türkçe dilinde mevcuttur. Siz veya bir tanıdığınızın bu hizmetten faydalanacağını düşünüyorsanız lütfen bizi arayınız.

## Contact us

South Kesteven District Council – communications unit	☎ 01476 40 61 27	🌐 <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>
		✉ <a href="mailto:communications@southkesteven.gov.uk">communications@southkesteven.gov.uk</a>