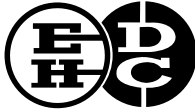


Housing & Property Service Standards



EAST HAMPSHIRE



Partners

www.easthants.gov.uk

Housing & Property Services and Standards

This leaflet sets out how to ask about and use our services, and the standards of customer care you can expect from us. It represents our commitment to provide you with the highest quality service at all times.

This leaflet tells you:

About our services

How to get more information

What you can expect from us

The facilities we provide for people with special needs

How you can provide feedback about our services

What to do if you are unhappy with our services



About Housing & Property Services

Housing

East Hampshire District Council no longer owns any homes; however, it maintains a strong strategic housing role across the district.

It does this by:

ensuring affordable housing is delivered

providing a quality service to help enable people to find and access suitable solutions to their housing problems

improving and monitoring housing conditions in the private sector

Property

Although the Council owns no houses, it owns other property, including offices, car parks, open space, and commercial investments. It seeks to use this as efficiently and effectively as possible, and to maximise the return from its investments.


The teams and their services:

Housing Development

Developing affordable housing across the district

Promoting a range of affordable tenures

Promoting energy efficiency in new housing developments


 01730 234340

Housing Options & Advice

Housing advice

Allocations

Homelessness prevention

 01730 234345




Private Sector Housing

Housing grants

Housing Health and Safety Rating System including Houses in Multiple Occupation

Empty homes

Promoting energy efficiency

 01730 234325

Land & Property

Making best use of the Council's assets

Commercial property management

Petersfield market

 01730 234036

Car Parks

Managing and enforcing off street parking

Issuing season tickets and permits

Managing 34 car parks within district

 01730 234274

What you can expect from us:

Aim 1: effective communication

- we will answer your telephone calls within 3 rings
- we will be polite and professional
- we will keep you informed of progress with your enquiry
- if we can't meet any of our deadlines we will let you know why

Aim 2: action

- when you telephone us we will deal with your request immediately where possible. If we can't we will get back to you within three working days
- for letters, we will send you an acknowledgement within three working days and a full reply within 10 working days.
- if we can't deal with your enquiry ourselves, we will put you through to someone who can help or give you a contact name and telephone number

Aim 3: visibility

- we will provide information about our services that is clear and easily accessible
- we will provide regular updates on our services and consult about any significant changes through the council magazine and community forums

Aim 4: availability

- we will let you know the name and contact details of the person dealing with your enquiry
- we are based at the Council's main offices at Penns Place, Petersfield, Hampshire, GU31 4EX
- outside normal working hours you can leave a general message on 01730 266551
- we will provide out of hours services for emergencies only (including homelessness): call 07850 358156



Aim 5: clarity

we will make sure all our letters, literature, policies and procedures are clear and easy to understand

The facilities we provide for people with special needs

- Interview rooms where you can speak to an officer in private
 - A minicom facility if you have a hearing impairment (providing you have the appropriate equipment), a hearing (induction) loop within all our committee rooms and main council chamber, and a portable infra-red hearing aid device that can be set up within any of the area offices
 - A typetalk text facility available through the Royal National Institute for the Deaf (RNID) – for more information and assistance please contact 020 7296 8000
 - Disabled access arrangements, including designated parking bays, ramps and a lift
 - Specially adapted toilet facilities
- A translation service for telephone contact or in writing if English is not your first language
 - Wheelchair access to the Alton housing advice surgery at 7 Cross & Pillory Lane



The complaints process

Do you think the Council has:

- Failed to do something it should have done?
- Done something badly, or done something it should not have done?
- Treated you unfairly or discourteously?
- Been guilty of maladministration?



No further action



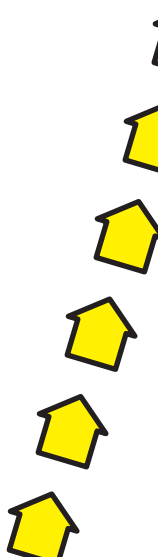
You can make a complaint in the following ways:

-  Call the service directly or contact the Council's switchboard on 01730 266551. Lines are open 9am - 5pm Mon - Fri.
-  Come to the Council's offices in Petersfield.
We recommend that you arrange an appointments by phone.
-  Written complaints can be sent to the relevant service at:
East Hampshire District Council, Penns Place, Petersfield, Hants GU31 4EX
-  You can email complaints directly to the service concerned
or email: info@easthants.gov.uk



What happens next?

- We will acknowledge receipt of your complaint within three days
- We will aim to resolve the majority of complaints within ten days
- We will advise you of progress if we need to exceed this time
- We will take appropriate action to put the matter right
- We will apologise if there has been a failure in service provision
- We will assure you that we will take steps to make sure that our failure does not happen again



Satisfied with our response?

YES

No further action

NO

If you are still dissatisfied

Please let us know, we may be able to take further action. In any event we will pass the matter on to a more senior manager. Alternatively, you can speak to your local Councillor whose details can be found in the Partners Magazine, on the Council's website or at any of our offices.

Still unhappy?

NO

No further action

YES

Contact the Local Government Ombudsman

This is an independent organisation which will investigate your complaint if you are still unhappy with our decision.

You may obtain a leaflet from one of our offices or by contacting:

Local Government Ombudsman, The Oaks

No 2 Westwood Way, Westwood Business Park, Coventry. CV4 8JB

Tel: 024 7682 0000 Fax: 024 7682 0001

Web: www.lgo.org.uk Email: enquiries.coventry@lgo.org.uk

Very serious complaints

If you think your complaint is of a very serious nature such as potential disciplinary or criminal matter, you should write directly to the Chief Executive.

Any concerns about potential fraud or corruption in the council or its agencies or contractors can be raised with the Head of Legal Services, who will investigate in line with our anti-fraud and corruption policy.

Have your say

Your feedback is important to us as we want to provide high quality services that meet your needs. Your comments will help us make changes to improve our customers' experiences.

Consultation

We like to consult regularly with you about our services and we can do this in a number of ways. If you are interested in getting involved in how our services are run or perhaps have a suggestion to make please contact the support team.

Here are some of the ways that we consult with our customers:

Customer Focus Groups

Private Landlords Forum

Housing Strategy day

Sites tours

Surveys on newly completed housing developments

How to make a complaint

We hope that there will never be a need for you to complain about Housing & Property Services but we know that things can sometimes go wrong, and when they do we need to know.

Your complaint can help us, not only to deal with your particular problem, but also to take action to prevent similar occurrences in the future.

First of all, let the person you have been dealing with know and they will try to resolve any problems quickly and explain what has been done and why. If you are still dissatisfied, you can make a complaint in any of the following ways:

Call

If you know the direct dial number you can ring them direct. If not you can call our main switchboard number 01730 266 551

Click

You can make a complaint or comment via our website www.easthants.gov.uk follow the links from the front page under 'contact us'. The website will also tell you what happens next.

Email: support.team@easthants.gov.uk

Come in

You can speak to someone in person, it may help if you ring and make an appointment first, to ensure that the right person is there to see you

Our opening times are:

Monday to Friday 9am to 5pm

Contact us in writing

You can write to us at the following address:

Housing & Property Services

Penns Place

Petersfield

Hampshire

GU31 4EX

If you are still dissatisfied then your local councillor or MP may be able to help you. For further impartial advice you can contact the Citizens Advice Bureau.

How to get more information

More information about our services is available through a wide selection of leaflets. You can call us on 01730 234341 to ask for a copy of the service leaflet you need, or you can look at the leaflets on our website at www.easthants.gov.uk