

HOUSING SERVICE STANDARDS

General Service Standards for the Housing Service

These are the general standards of service we will aim to provide:

- Telephoning:
Telephone calls answered within 5 rings.
When answering the call we will say who we are and the service you have contacted.
If you have contacted the wrong service we will transfer the call to the right person it is possible to do so.
If you leave a message for someone we will get back to you within 48 hours.
- E-mailing:
When you e-mail us we will reply within 7 working days.
- Writing:
We will reply to your letters in 10 working days. We will not send an acknowledgment unless it will take longer than 10 working days for us to reply.
- Visiting Reception at Time Square:
If you are coming to Time Square to attend an appointment you should be seen on time. If you visit Time Square without an appointment you should be seen within 10 minutes from when you arrived.
- Complaints:
If you want to complain about the services we have offered you can use the Council's Corporate Complaints Procedure:

<http://www.bracknell-forest.gov.uk/comments-compliments-and-complaints-leaflet.pdf>

Housing Options Service Standards

- If you need urgent housing advice because you are homeless or threatened with immediate homelessness you will be seen on the same day. If you need a deposit load within 48 hours to secure a private tenancy to avoid becoming homeless you will be seen immediately on the day you contact us.
- If you need non-urgent advice you can make an appointment to be seen within 10 working days.
- If you make an application to join the Housing Register your application will be processed in 20 days.
- If we visit you at home we will write to you to confirm our advice within 5 working days.

Forestcare Service Standards

- We will visit you at home to demonstrate a Lifeline within 7 days of your request.
- We will respond to faults and replace faulty equipment within 48 hours.
- For a full details of Forestcare's Service Standards on their website, please follow internet link:

<http://www.bracknell-forest.gov.uk/living/liv-forestcare.htm>

Benefits Service Standards

- We will aim to process any new claims for benefit within 29 days when we have all the necessary information.
- We will aim to process any changes of circumstances within 10 days when we have all the necessary information.

Charter for Customers

In providing services, Bracknell Forest Council will:

- Always put you first and treat you fairly and as an individual
- Adopt a friendly and approachable style
- Be open, straightforward and listen to you
- Provide well trained staff who will deal with your enquiry in an efficient and sensitive manner
- Deal with your request at the first point of contact where possible
- Take ownership of your enquiry
- Ensure that you are advised of all relevant timescales
- Treat the personal information received from you in the strictest confidence
- Conduct regular surveys to obtain your feedback
- Take notice of, act on and learn from your feedback
- Continually aim to improve our service and performance