

# **STRATEGIC HOUSING SERVICE STANDARDS**

## **Our Commitment to Quality Services**

**These Service Standards set out the minimum standards you can expect when contacting us.**

- We will answer the phone within 6 rings (15 seconds)
- We will respond to all letters or emails within 10 working days
- We will ensure that you are seen within 5 minutes of arrival at our office
- We will offer you a same day appointment if you have no where to live on the day you approach us
- We will respond to urgent requests for assistance within 1 working day
- We will acknowledge any written service request within 2 working days
- We will respond to request for advice or information within 5 working days
- We will visit you within 28 days of making any non urgent service request
- We will register HomeChoice application forms within 7 working days and write to you to let you know your date of application and which Band you have been placed in
- We will give you access to any of our strategies within 2 working days
- We will carry out annual satisfaction surveys for all of our Services
- Performance indicators will be monitored quarterly and published on the Councils website: [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)
- If you would like to comment on the service you have received or make a suggestion for improvement please complete a Customer Comment Card

**“We aim to meet the housing needs of all people in North Somerset by working in partnership and providing an effective value for money service”**