Our commitment to customers

- Providing accessible services.
- Providing accurate information.
- Providing advice and assistance in a professional and sensitive way.
- Treating everyone equally and respecting their diverse needs.

What you can expect from us

- We will wear identity badges or carry official identification at all times.
- We will always be polite, courteous and on time.
- Our services, reception and interview rooms will be fully accessible.
- We will arrange a home visit if required.
- We aim to resolve your enquiry at your first point of contact.
- We will provide forms and leaflets in larger text, Braille or another language on request and arrange for an interpreter or help you fill in a form when required.
- We will discuss personal matters with you in private if you request it.
- If you ask us to, we will provide an interviewer of the same sex.

What we expect from you

- Be polite and courteous at all times.
- Not be under the influence of drugs or alcohol when we see you.
- Provide us with correct information and inform us straight away of any changes in your circumstances.
- Let us know if you are unable to attend an appointment.
- Report any concerns to a member of staff as quickly as possible.

“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.”