

Housing Services Housing Standards Service Requests

What you can expect from us:

1. When a service request or housing condition complaint is received we will respond within 10 days to discuss your concerns further.
2. Where appropriate we will arrange a convenient time with you to inspect your property. We will then contact your landlord and give them at least 24 hours notice of our intention to enter your property.
3. During the inspection of the property we will make notes, draw plans and take photographs where appropriate. Inspections usually take around half an hour.
4. Following the inspection we will carry out an assessment of any hazards identified under the 'Housing Health and Safety Rating System' (HHSRS).
5. The results of this assessment will determine what action we can take. The decision on whether we take any action or not will be taken in line with our Enforcement Policy.
6. If a significant hazard is identified, we will contact the landlord and send a schedule of works. The schedule will give appropriate timescales for completion of the works, for example, more time will be given to install a full gas central heating system compared to providing a banister to the stairs.
7. We normally take the informal approach first. If this does not work then we will consider taking formal action against your landlord.
8. We will keep you informed of the results of the inspection and any action that we take.

In addition we will:

1. Treat all individuals fairly.
2. Produce information in Braille, in large print or on audiotape or in languages other than English as required.
3. Provide all information in hard copy or in electronic format as requested.
4. Provide you with information on how to feedback comments, make suggestions or if requested complain about our service.

This document can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats. Please contact Housing Services on 01225 396418.