

Housing Services Service Standards



North Ayrshire Council
Comhairle Siorrhachd Àir a Tuath

“We aim to give you a service we can be proud of. We are committed to having high standards, which meet the needs of our customers”



North Ayrshire Council Customer Charter

This charter sets out the standards of service you can expect from the Council and Housing Services.

Our commitment to you

The Council aims to offer a service it can be proud of by providing high standards of service delivery which meet the needs of everyone within the community. When a member of the public contacts the Council to request a service or information, the Council will aim to:

Be polite, respectful and helpful;

Ensure all staff members can be identified by wearing a name badge or providing their name;

Observe privacy and confidentiality where appropriate;

Handle enquiries at first point of contact, where possible;

Provide offices which are accessible, clean and safe;

Answer calls within 30 seconds;

Respond to emails received via our website, contactus@north-ayrshire.gov.uk within five working days. Where the Council is unable to meet this, it will keep you up to date with progress;

See you within 10 minutes of arriving at one of our offices;

Provide a response to postal requests within 10 working days. Where the Council is unable to meet this, it will keep you up to date with progress;

Provide accurate and up to date information on the public website and correct any inaccurate or out of date information within two working days of it being brought to our attention;

Advise you of when you can expect to receive the service you have requested;

In line with Council policy, consult with customers on any major changes which may impact on them;

Monitor, evaluate and publish our performance against the above commitments; and

Provide feedback on areas of improvement and changes

What we expect from you

To treat our staff
with respect;

Keep appointments
or advise in good
time if you are
unable to attend;
and

Tell us about
any change in
circumstances, e.g.
a change of address
or name.





Equality & Diversity

North Ayrshire Council is committed to providing equal access to services for all our customers regardless of race, disability, gender, sexual orientation, age, religion or belief, pregnancy or transgender. Information can be provided in different languages, larger print and Braille or other formats if requested. Loop systems are provided in Council offices for hard of hearing customers. Translation services can be arranged in any public Council office on request.

Performance Standards

The Council will publish customer service performance against the Customer Service Charter every six months. Key Performance Indicators can be accessed through the Council's website or by requesting them directly from the service.

Partnership Working

On occasion, the Council may work in partnership with another organisation. Where a service is provided through a third party on behalf of the Council, the service will be delivered to the above standards. Where this is not possible, standards will be in place, which support the principles of the Council's Customer Charter.

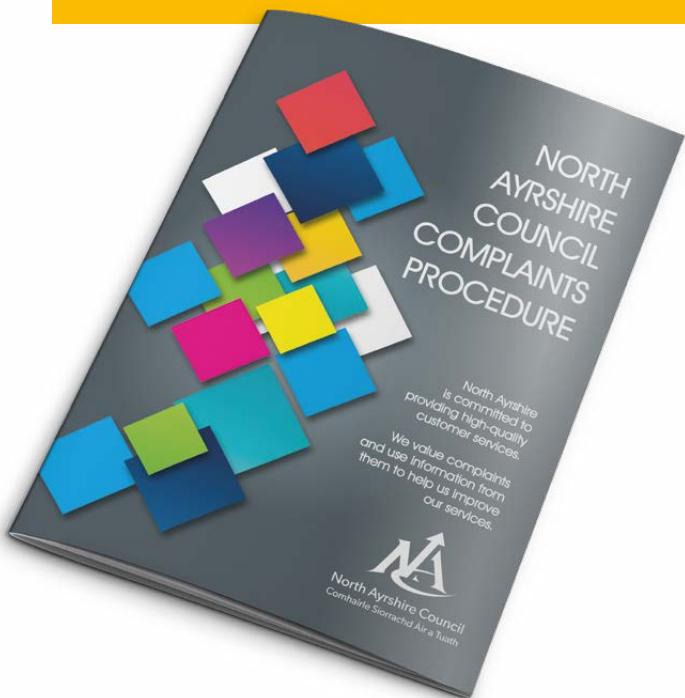
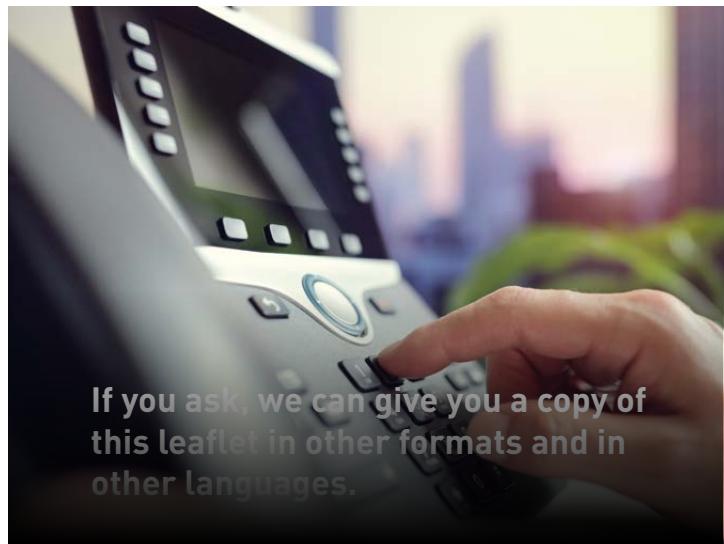
How to Contact Us



Council's Headquarters at
Cunningham House, Friars
Croft, Irvine, KA12 8EE



01294 310000



The Scottish Government's Social Housing Charter came into force in April 2012, with a review in 2017. The Charter sets out the standards and outcomes that:

- Tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them
- Homeless people can expect from social landlords in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people access and keep a home
- Owners can expect from the property management services they receive from social landlords
- Gypsy / Travellers can expect in terms of the maintenance and management of sites

If you have a complaint about our services:

- Please refer to our complaint handling procedure

The new Housing Services Standards identified through consultation with staff and tenants are important to you.

The standards will be monitored and reported to you annually through our Tenancy Matters Performance Edition.



The customer landlord relationship

Scottish Social Housing Charter Outcomes

Equalities

Social landlords perform all aspects of their housing services so that:

Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and received fair access to Housing and Housing Services.

Communication

Social landlords manage their businesses so that:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the service it provides.

We will:

- 01** Reply to written correspondence within 10 working days, where we are unable to achieve this, we will keep you up to date with progress
- 02** Provide a range of opportunities for you to share views with us and use your opinions to help shape the housing service
- 03** Meet tenants interested in setting up a new group within ten working days, arrange a venue for the first public meeting and invite all tenants in the area within a further 15 working days
- 04** Attend meetings, provided 15 working days' notice and an agenda are given in advance
- 05** Carry out service inspections each year in line with the Customer Connections North Ayrshire Housing Services' Tenant Participation Strategy 2017-22
- 06** Produce a quarterly tenants' newsletter in conjunction with tenants

Participation

Social landlords manage their businesses so that:

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.



Housing quality and maintenance

Scottish Social Housing Charter Outcomes



Quality Of Housing

Social landlords manage their businesses so that:

Tenants homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESHH) by December 2020.

Repairs, Maintenance and Improvements

Social landlords manage their business so that:

Tenants homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

We will:

- 07** Ensure our properties meet the Scottish Housing Quality Standard and review to meet any necessary legislative changes
- 08** Accompany applicants for housing to view properties they have been offered
- 09** Visit new tenants within six weeks to check they have settled in
- 10** Carry out an inspection of your home within 14 working days of receiving a referral that the property is 'Below Tolerable Standard'
- 11** Respond to any emergency repairs within four hours, and make safe within 24 hours
- 12** Respond to urgent repairs within three days

Neighbourhood and community

Scottish Social Housing Charter Outcomes



Estate Management, Antisocial Behaviour, Neighbour Nuisance and Tenancy Disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

Tenants and other customers live in well-maintained neighbourhoods where they feel safe.



We will:

- 13** Investigate and secure (where appropriate) any abandoned property we know or are told about within one working day
- 14** Respond to complaints about antisocial behaviour issues within three working days
- 15** Explain our decision to the person who has complained when we have decided to close the case for any reason within five working days

- 16** The Home Security Project team will contact you within one working day of receiving the referral



Access to Housing and Support

Scottish Social Housing Charter Outcomes

Housing Options

Social landlords work together to ensure that:

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Tenants and people on housing lists can review their housing options.

People at risk of losing their homes get advice on preventing homelessness.

Access to Social Housing

Social landlords ensure that:

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

Tenancy Sustainment

Social landlords ensure that:

Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Homeless People

Local Councils perform their duties on homelessness so that:

Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

We will:

17 Contact you each year to make sure your application is up to date

18 Process your application for housing within 10 working days

19 Contact you within seven working days of receiving your referral for housing support

20 Undertake an assessment of your support needs and write to you within 28 days advising you of our decision on your homeless application

Getting good value from rents and service charges

Scottish Social Housing Charter Outcomes

Value for Money

Social landlords manage all aspects of their businesses so that:

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.



Rents and Service Charges

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them.

Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

We will:

21

Produce an annual Value for Money report detailing clearly how rent and other money is spent including an assessment on compliance with Housing Revenue Account

22

Consult with you annually on rent increases

Other Customers

Scottish Social Housing Charter Outcomes



Gypsy/Travellers

Local councils and social landlords with responsibility for managing sites for Gypsy/Travellers should manage the sites so that:

Sites are well maintained and managed, and meet the minimum site standards set in Scottish Government guidance.

We will:

- 23** Process your application for a pitch on site within five working days
- 24** Inspect your pitch and take action within three working days to deal with pitches that are not maintained to a satisfactory standard

Service Standards Contact Numbers:

Dalry & Beith Housing Office

01294 836710 / dalryhousing@north-ayrshire.gov.uk

Irvine Housing Office

01294 310150 / irvinehousing@north-ayrshire.gov.uk

Kilbirnie Housing Office

01505 685177 / kilbirniehousing@north-ayrshire.gov.uk

Kilwinning Housing Office

01294 552261 / kilwinninghousing@north-ayrshire.gov.uk

Largs Housing Office

01475 687590 / largshousing@north-ayrshire.gov.uk

Three Towns Housing Office

01294 310005 / threetownshousing@north-ayrshire.gov.uk

Antisocial Behaviour Investigation Team

01294 314640 / ASBIT@north-ayrshire.gov.uk

Home Security Point

01294 314640 / homesecuritypoint@north-ayrshire.gov.uk

Housing Advice Team

Office Hours: 01294 314600

Out of Hours: 0800 0196 500 / Housing-info-advice@north-ayrshire.gov.uk

Housing Support Team

01294 317370 / housingsupport@north-ayrshire.gov.uk

Repairs

01294 310000

Tenant Participation Team

01294 324869 / tenantparticipation@north-ayrshire.gov.uk

Welfare Reform Team

0300 9994606 / welfarereformteam@north-ayrshire.gov.uk

www.north-ayrshire.gov.uk

Contact North Ayrshire Council

on 01294 310000



This document is available in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

یہ مستاویز دیگر شکلون میں بھی دستیاب ہے، جیسے آفیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ مستاویز دیگر زبانوں میں بھی مہبا کی جاسکتی ہے۔

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਦੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੋਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਪਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਦੀ ਇੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brailem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.

Faodar am fiosrachadh seo fhaighinn ann an cruth air leth mar braille, agus litrich nas mothà. Faodar cuideachd fhaighinn ann an càinain eile, ma tha iarrtas ann.



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