

For more information about our customer standards, please contact the Council:

By telephone: 01732 227000

By e-mail: information@sevenoaks.gov.uk

By writing to:

Sevenoaks District Council, Council Offices
Argyle Road, Sevenoaks, Kent TN13 1HG

Through the Council's website:

www.sevenoaks.gov.uk/customerstandards

This publication is available in large print. For a copy call 01732 227414.

If you need help understanding this document, we can arrange for an interpreter to help you. Please call us on 01732 227000 stating your language and telephone number.

April 2006



Housing Services

Customer Standards



Sevenoaks District Council's Customer Standards set out in detail the level of service the public can expect from the authority. They include Council-wide standards that apply to the whole organisation and more detailed standards that apply to specific services.

This leaflet outlines the Council's Housing services customer standards.

Social and private sector housing

We will:

- Provide a duty housing officer at the Council Offices in Sevenoaks from 9am to 5pm Monday to Thursday and from 9am to 4.45pm Friday.
- Provide an 'out of hours' service for potentially homeless people requiring emergency accommodation and management issues relating to the Hever Road Gypsy site.
- Give you an appointment within three working days to discuss your situation.
- Complete homeless enquiries within 33 working days.
- Provide a review system for homeless applicants wishing to challenge decisions made by the Council and ensure the process is complete within 56 days from formal decision.
- Process initial home renovation and disabled facilities grant enquiries within 10 working days.
- Deal with initial enquiries concerning properties in possible disrepair within five working days.

We ask that you:

- Please be aware there is limited space in the interview rooms to accommodate several people at one time. However you are welcome to bring a friend, family member or representative from another organisation to support you when you come into the Council offices.
- Avoid bringing bulky personal belongings such as large suitcases or items of furniture with you, because the Council has nowhere secure to store them.
- Provide all the information and documents you are asked for as quickly as possible to avoid any unnecessary delays.
- Please tell us if there is anything you do not understand or you are unsure about.