

## Housing Solutions Service Standards



The Housing Solutions service aims to prevent homelessness by providing advice and assistance to customers in housing need.

Our Service Standards will be used to monitor our service and make improvements.

We will:

- report our performance quarterly
- ask our customers for feedback on our service
- listen and learn from customer comments
- be professional, polite, well informed and helpful
- treat everyone fairly and equally with respect and dignity
- provide a dedicated Advice Line for customers on Monday, Tuesday, Thursday, Friday 9am to 5pm and Wednesday 1pm to 5pm
- call back customers who leave a message within 1 working day
- reply to customer letters, faxes or emails within 10 working days of receipt
- provide specialist advice appointments when required
- provide an out of hours service

We expect customers to:

- treat staff and other customers with respect
- attend appointments on time or advise us otherwise
- notify us of any change in circumstances where required
- respond to requests for information

We are happy to provide further information on our service and we welcome feedback, positive and negative. If you would like to complete a customer survey or become involved in mystery shopping please contact the Development Team on 0151 3566421 or email [housingsolutions@cheshirewestandchester.gov.uk](mailto:housingsolutions@cheshirewestandchester.gov.uk).

For all housing advice and homelessness enquiries please ring our Advice Line on **0300 123 2442**, Monday to Friday 9am to 5pm and Wednesday 1pm to 5pm. You can also find information on our web pages [cheshirewestandchester.gov.uk/housingsolutions](http://cheshirewestandchester.gov.uk/housingsolutions)