

your responsibilities

We expect you to:

- ▶ report any concerns to our staff as quickly as possible
- ▶ be polite to our staff
- ▶ tell us how you think we can improve our service by using our comments and complaints system

keeping our promises

If we get it wrong we will:

- ▶ apologise and give you an explanation of what went wrong
- ▶ advise you how we will put it right and how we will learn from the mistake so it doesn't happen again

If you have a concern please use our comments and complaints system to let us know and we will:

- ▶ acknowledge your complaint within 2 working days, either in writing or verbally
- ▶ respond in full within 10 working days, either in writing or verbally, advising you of the date you can expect to hear from us if this is not possible
- ▶ keep you informed if the complaint takes a long time to investigate
- ▶ arrange for a senior officer to investigate your complaint if you are still dissatisfied
- ▶ offer you an appeals stage if you are still not happy with the outcome. Your complaint will be considered by a panel of at least 3 members and you will be notified of their decision in writing within 5 working days

contact us

By telephone, in person or by writing to us at:

Incommunities
Trust House,
5 New Augustus St,
Bradford BD1 5LL
01274 254000

Incommunities - disabled persons housing service
City House,
23-27 Cheapside,
Bradford BD1 4HR
0845 120 8163

Bradford Homehunter
0845 166 2000

Incommunities - housing advice centres
Bradford,
Britannia House,
Bradford BD1 1HX
0845 120 8160

Keighley,
66 North Street,
Keighley BD21 3RY
0845 120 8162

Shipley,
0845 120 8161

emergency out of hours homelessness
0845 120 8167

A copy of this leaflet can be made available in large print, audio tape and braille.

A copy is on the website:

www.incommunities.co.uk

اگر آپ یہاں دی گئی معلومات کو سمجھنے کیلئے مترجم کی مدد چاہتے ہیں، تو برائے مہربانی اپنے مقامی ٹرسٹ آفس سے رابطہ کریں جو آپ کے لیے ان کی تشریح کرنے کا بندوبست کریں گے۔


আপনি যদি এ দলিলের অনুবাদ পেতে চান তাহলে অনুগ্রহ করে আপনার স্থানীয় ট্রাস্ট অফিসের সাথে যোগাযোগ করুন যারা এতে যা যা রয়েছে সেগুলোর ব্যাখ্যা প্রদান করার ব্যবস্থা গ্রহণ করবেন।

QS6 V1 06/08

housing access & advice



our promises

 business for neighbourhoods

 INVESTOR IN PEOPLE

www.incommunities.co.uk

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communities

what are quality standards?

These are standards of service which explain to you the quality of service you can expect from us.

what is housing access and advice?

At a time when you may be feeling vulnerable or unsure of what to do about your housing problems, Incommunities has a dedicated team that provides a high level of advice and assistance to people who are homeless, threatened with homelessness or concerned about their housing situation.



our promises

We will:

- ▶ assess your circumstances and advise you of the housing options available to you
- ▶ aim to prevent you from becoming homeless by planning a move to suitable accommodation or assist in maintaining the existing one
- ▶ comply with legislation laid down by the Housing Act 1996, as amended by the Homelessness Act 2002, when dealing with your enquiries
- ▶ ensure you can contact us 24 hours a day, 365 days a year, if you have nowhere at all to stay and need emergency accommodation
- ▶ offer to see you on the same day if you have nowhere to sleep that night or within 28 working days if you are threatened with homelessness, or soon to be homeless
- ▶ if you are sick, elderly or have a disability and are threatened with homelessness we can arrange a home visit
- ▶ work with our disabled persons housing service if we are contacted by a social worker from the hospital in which you are a patient because your home is no longer suitable for you. They will visit or contact you within two working days
- ▶ investigate and notify you of the decision on your homeless application within 33 working days. This is only a guideline - certain cases may take longer

- ▶ if you are deemed unintentionally homeless under the homelessness legislation you may be awarded priority status on the Homehunter system when placing bids for properties. The priority status will be reviewed after 6 weeks
- ▶ offer you an appeals procedure to review your case if you disagree with the decision we have reached or appeal against the suitability of an offer of accommodation. You need to request an appeal within 21 calendar days of being notified of the decision
- ▶ organise for an independent officer, employed by City of Bradford Metropolitan Council, to carry out a review of the decision if you have lodged an appeal, and to notify you of the result within 10 weeks

how will you know we are meeting these standards?

We will tell you how we are meeting these standards in lots of different ways including:

- ▶ customer inspector mystery shopping
- ▶ @home newsletter sent to all customers every three months
- ▶ Incommunities website www.incommunities.co.uk
- ▶ posters in your local Incommunities office
- ▶ reports to your local Incommunities committees twice a year
- ▶ consultation in a variety of ways with members of the 100 Club