



## Housing Standards

### Customer Service Standards

This document can be made available in alternative formats on request. Please contact us to discuss an appropriate format.

What do you think about these Service Standards? We would welcome your views.

Email us at [housing@eaststaffsbc.gov.uk](mailto:housing@eaststaffsbc.gov.uk)

Or write to us at:

Housing Standards Manager  
East Staffordshire Borough Council  
Town Hall  
Burton upon Trent  
Staffordshire  
DE14 2EB

## **The Service**

The Housing Standards Team provides the following services:

- Investigation of complaints about housing standards, overcrowding, management of houses in multiple occupation, and shared private residential drains and sewers
- Licensing of caravan sites and large houses in multiple occupation
- Disabled facilities grants to enable homes to be adapted to meet the needs of disabled occupants
- Advice and information about home energy efficiency
- Advice and information for landlords and tenants about housing standards

This document sets out the standards that the Council aims to achieve in the provision of these services.

In addition, Orbit Care & Repair provides the following services on behalf of or with the support of the Council:

- Assistance with Disabled Facilities Grant applications and works
- Handyman Service
- Health through Warmth referrals
- Hospital discharge assistance

## **When you contact us**

The Housing Standards Team aims to:

- Promptly answer every telephone call, letter or email that requests a service. We aim to answer the telephone within 5 rings and to respond to letters or emails within 5 working days. In exceptional circumstances it is necessary to use an answer machine service. Messages will be picked up daily (Monday to Friday) and responded to accordingly.
- Respond within 1 working day if the matter is urgent, such as blocked surcharging drains and sewers dangerous gas appliances.
- Respond within 5 working days in most standard cases, typically problems with inadequate heating, lack of handrails to stairs or issues with security.
- Respond within 15 working days if the matter is considered non-urgent, such as filthy and verminous premises or minor disrepair issues.

## Working with landlords and residents

The Housing Standards Team will:

- Be professional and courteous at all times
- Make an appointment unless this would defeat the object of our visit
- Carry an identification card with a photograph and the Council's logo
- Provide an interpreter if one is needed
- Write in plain English
- Carry out our work in a competent manner
- Progress and conclude work without undue delay
- Keep all parties informed
- Provide the same level of service to everyone within the borough
- Tell you when we cannot deal with the issue and refer to other agencies if appropriate

## Enforcement

The Council's Housing Enforcement Policy describes how enforcement of housing law will be undertaken. In particular the Council is committed to the following principles:

- Clear Standards  
Clear explanation of the standards that are expected
- Openness  
Clear and open provision of information
- Helpfulness  
Helping business by advising on and assisting with compliance
- Complaints  
Having a clear complaints procedure
- Proportionality  
Ensuring that enforcement action is proportionate to the risks involved
- Consistency  
Ensuring consistent enforcement practice.
- Targeting  
Ensuring that enforcement activity is aimed at protecting those in greatest need and/or supporting other regeneration or renewal activity being undertaken.

The full Enforcement Policy is available on the council's website [www.eaststaffsbc.gov.uk](http://www.eaststaffsbc.gov.uk) or on request.

## You can help

You can help us by:

- Providing clear, accurate information when requested
- Telling us if you are unsure about what is expected of you
- Telling us if you may not be able to meet a deadline that has been set
- Updating us if things change
- Letting us know what you think of our service and how it could be improved

## Comments, Complaints or Compliments

If you would like to make a comment, complaint or compliment about the service you have received please contact:

Housing Standards Manager  
East Staffordshire Borough Council  
Town Hall  
Burton upon Trent  
Staffordshire  
DE14 2EB

Telephone 01283 508825  
email [housing@eaststaffsbc.gov.uk](mailto:housing@eaststaffsbc.gov.uk)

If you are not satisfied with the response you receive you can make a formal complaint by contacting:

Peter Davies  
East Staffordshire Borough Council  
Town Hall  
Burton upon Trent  
Staffordshire  
DE14 2EB

Telephone 01283 508309.

Alternatively you may prefer to contact us via our website [www.eaststaffsbc.gov.uk](http://www.eaststaffsbc.gov.uk)  
(Click on the Comments and Complaints link on the left of the screen).

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