



Oadby & Wigston

BOROUGH COUNCIL

Customer Service Standard – Housing Lettings

Service Overview

The Housing Allocations Service co-ordinate the letting of empty council homes; manage the allocations process and provide comprehensive advice and information to customers on housing options.

Our Customers Promise

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our customers include: applicants and their representatives.

Our Partners

Our Choice Based Lettings Partners, Leicestershire County Council's Occupational Health Service, County Council Children and Adults Social Care and Health, neighbouring local authorities, partner landlords, Registered social landlords, domestic abuse specialists.

Access

Customers can access our service through the following methods:

Phone

By calling our Customer Service line on 0116 2888 961 (see our website for opening hours)

In person

By appointment only

Online

Through our choice based lettings website: <https://www.oadbywigstonhomes.org>

Our Standards

When you	We will	Timescale/Target
Send us your application for housing	Acknowledge applications to join the housing register in an efficient manner and contact you if we require further information	Within 3 working days
Look for a council property available for let	Advertise vacant council homes so that eligible applicants can place a bid for the property	100% of council owned properties that become available to let will be advertised through www.oadbywigstonhomes.org
Contact housing options with any housing register query	Respond to your enquiry	Within 3 working days
Advise us of a vulnerability that affects your ability to manage your application	Support you in making a referral or signpost you to an agency or voluntary group	Within 3 working days