



Housing Services Standards



A: The Arc, High Street, Clowne S43 4JY
T: 01246 242424
E: enquiries@bolsover.gov.uk
W: www.bolsover.gov.uk

We are committed to providing a high standard of service at all times. Our service standards have been developed with our tenants and let you know the level of service you can expect to receive from us. If you wish to provide some feedback on our service delivery please contact Tel: 01246 242424 Email: enquiries@bolsover.gov.uk Web: www.bolsover.gov.uk

General

All of our employees will wear identification badges, so you know who you are letting into your home.

All officers will be polite and treat you with respect.

We aim to answer calls within 5 rings or twenty seconds, respond to letters within ten working days, respond to emails within eight working days.

Allocations

We will:

- Lay out clearly how we will allocate homes in our Allocation Policy.
- Prioritise those who are in the greatest need of social housing.
- Notify you of the decision of your housing application in writing within 20 working days of receiving all necessary documentation.
- Issue you with an application reference so you can register your account and bid for properties.
- Assist you with the bidding process if you need it.
- Contact successful bidders within five working days of the advert closing.
- Undertake accompanied viewings with all prospective tenants.
- Ensure that all properties meet the lettable standard, at the time of letting.
- Contact all applicants on an annual basis to ensure the information held is correct and they wish to remain on the register.

Anti-Social Behaviour Service Standard

We will:

- Provide multiple ways for you to report Anti-Social behaviour.
- Take your concerns seriously and work with you to reduce the impact of the issue.

- Assess the level of risk of every report we receive.
- Respond within 10 working days and agree an initial action plan with you.
- Allocate a named officer to manage your case, keep you updated, and provide support, including working with other partner agencies such as the police when necessary.
- Use the full range of tools and powers available, including legal action against perpetrators.
- Only close a case once actions are completed, or when evidence thresholds cannot be met. We will explain decisions, provide a closure letter, and signpost further options (including Case Review or the complaints process).

Domestic Abuse

We will:

- Provide a Specialist Domestic Abuse Officer to work with and signpost/refer support victims and survivors of domestic abuse to relevant organisations.
- Provide a safe space at each of our Contact Centres.
- Ensure our staff are trained to recognise signs of domestic abuse and respond to you with empathy and professionalism.
- Be sensitive to the needs of your individual circumstances and be victim and survivor focused.
- Assess if there is an immediate risk of harm. If emergency help is needed we will contact the emergency services.
- Support you to remain in your home where it is safe to do so, and provide security measures.
- Assist you to find temporary/permanent housing where it is not safe to remain in your home.
- Support and encourage you to obtain legal advice on your options in respect of your tenancy.
- Keep consistent, accurate and relevant records.

Equality, Diversity & Inclusion

We are committed to delivering fair, inclusive services that reflect and respect the diverse needs of our communities.

Equality

Equality means ensuring everyone has fair access to opportunities and outcomes.

We will:

- Tailor our services to meet individual needs.
- Treat people fairly and equally.
- Consult tenants on services and policies.
- Offer accessible communication options including BSL and webchat.
- Make reasonable adjustments and provide interpreter support.
- Use tenant data to improve service accessibility.
- Meet our legal duties under the Equality Act 2010.

Diversity

Diversity is respecting, valuing and celebrating people's differences.

We will:

- Recognise and respect people's differences and value the unique contributions of every individual.

Inclusion

Inclusion means everyone feels valued, and able to be themselves.

We will:

- Encourage diverse communities to engage with our services.
- Take action against hate crime and discrimination.
- Promote positive relationships through community activities.
- Continuously improve by adopting best practice standards.

Managing your Estate

We will:

- Provide a grounds maintenance service to all communal gardens. Communal grass will be cut from March to October. Communal hedges will be cut once a year.

- Deal with reports of untidy gardens.
- Offer an assisted gardens service, within established eligibility criteria.
- Offer and promote our bulky refuse collection to dispose of unwanted furniture, white goods and large amounts of rubbish.
- Carry out quarterly inspections of communal areas of blocks of flats, including fire safety checks, to monitor safety, cleanliness and appearance.
- Request removal of offensive graffiti within 24 hours of it being reported to us.
- Request removal of fly tipped rubbish from our land and request removal of abandoned vehicles in line with legislation.

Performance

We can only know how well we are delivering our service if we measure our performance against standards.

Each year we provide a report for tenants that tells how we have performed over the past 12 months. This is contained within the Tenants' Bolsover Homes Newsletter as well as being on the website.

In addition, we provide quarterly performance reports which can be viewed via the link at the bottom of this page.

- [Our service performance](#)

Rent Collection

We will:

- Make sure you understand your responsibility to pay your rent on time and offer advice when you sign up for a tenancy.
- Give you at least 28 days' notice of any changes to your rent.
- Send you a rent statement once a year.
- Contact you within 14 days if you get into debt with your rent.
- Refer you to other agencies that can help you.
- Visit or contact you to discuss any problems before taking legal action for non-payment of rent.

Repairs and Maintenance

We will:

- Offer a range of ways to easily report a repair, and provide access to a 'Repairs Handbook' to assist tenants.
- Compliance safety checks in accordance with legislation, including servicing of your gas boiler annually and council installed appliances (where applicable).
- Ensure all vacant properties are quickly returned back into service, and meet our Lettable Standard.
- Maintain our properties in line with Decent Homes standards.
- Carry out responsive repairs, based on their severity, within published timescales.
- Arrange an appointment to inspect or complete work when you contact us and try to complete your repair at the first visit, if possible.
- Offer a variety of appointment times.

Tenant Engagement

We will:

- Offer a wide range of ways to enable you to engage in housing decision making opportunities.
- Ensure the opportunities on offer allow you to get involved at a level and time commitment that suit you.
- Continue to seek new ways of involving you to make a positive contribution.
- Inform you how your feedback on our services has been used to make service improvements - "You said, We Did".
- Publish performance information of our services so you can hold us to account.
- Pay reasonable expenses, including travel and childcare costs.
- Offer training and support for tenants to help them develop their skills and confidence to become involved.
- Publish and update our Tenant Engagement Strategy, regularly.

Tenancy Management

We will

- Offer support and work with you to help you maintain your tenancy and to keep to your tenancy agreement terms/rules.
- Provide advice, information and answer any queries on all tenancy related matters.
- Visit all new tenants in their home within 6 weeks of the tenancy start date, and up to 4 times in the first year of their tenancy.
- Complete any tenancy change, lodger requests, succession requests within 10 days on receipt of all the required information and documentation.
- Acknowledge a Mutual Exchange request within 5 working days and make a decision within 42 calendar days from receipt of a completed application.
- Ensure our staff have the necessary training and skills to provide the service you need.
- Respond promptly to all reports of anti-social behaviour and keep you informed of any action.
- Carry out a periodic tenancy audit via our "tell us about you" form to check our records are correct and to ensure we are taking into account any vulnerabilities.

Compliments, Comments and Complaints

If we have not met these standards, or you are not happy with the service you have received from us, we want to know. This helps us to improve the service we provide. You can contact the customer services team.

- Online via our [Self Service](#) portal
- Tel: 01246 242424
- [Email](#)
- In writing to Bolsover District Council, The Arc, High Street, Clowne, S43 4JY.
- In person at our [contact centres](#)
- Complaint leaflet available from our contact centre.

All complaints will be acknowledged within five working days. Acknowledgements will be sent in writing either via email or post.

- **Stage One** will be responded within 10 working days
- **Stage Two** will be responded within 20 working days

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or language or contact us by:

- **Phone** – 01246 242424
- **Email** – enquiries@bolsover.gov.uk
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need wifi or mobile data to make the video call, or call into one of our Contact Centres.
- **Call with Relay UK** via textphone or app on 0800 500 888 – a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real time conversation with us by text.
- **Visiting one of our offices** at Clowne, Bolsover, Shirebrook and South Normanton.



**We speak
your language**



**Mówimy
Twoim Językiem**