



torbay housing partnership



Housing Services

What can we
do for you?



Working together for our customers

Housing Services aims to provide you with high quality services and information. In this booklet you can find information about the teams and their contact numbers and at the back of this leaflet is our customer charter.

Housing Needs team

The Team offers general advice on a wide range of housing issues and also assesses the needs of applicants who are homeless or are in danger of losing their home. Staff work in partnership with other agencies to prevent homelessness wherever possible and identify and advise on the appropriate housing options available. Court representation is also offered to people who are threatened with eviction by their landlord or mortgage company.

It is important that you contact us as soon as possible if you have a problem which may lead to the loss of your home, to give us the best chance of being able to help you. Don't leave it until it's too late!

If you have no accommodation or your accommodation is not safe for you, for example, because of violence, we will see you the same day. If you have a housing emergency outside of office hours, evenings, weekends and Bank Holidays, contact our out of hours team on 0845 056 8032.

Tel: **01803 208723**

Monday, Tuesday and Thursday, 9am to 5pm

Wednesday, 10am to 5pm, Friday 9am to 4.15 pm

Fax: **01803 208282**

E-mail: **housing@torbay.gov.uk**

Website: **www.torbay.gov.uk/housing**

Resettlement team

The Team offers resettlement advice and assistance to Homeless households living in temporary accommodation to help them move on to appropriate accommodation. Practical and emotional support, including advice on welfare benefits, is offered to help people adjust during the move and to help them maintain the new accommodation. A weekly advice surgery is available to people living in temporary accommodation and to the landlords of the accommodation.

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Housing Partnership Team

The Team works in partnership with Housing Associations and developers to increase the supply of affordable homes for rent or shared ownership in Torbay for those in housing need.

It also works in conjunction with private landlords and letting agents to increase the availability of accommodation to rent in the private sector and develops ways of helping people access this accommodation, through schemes such as the rent deposit account.

continued overleaf

In addition, the Team is responsible for implementing Torbay's Homelessness Strategy, through its work with other agencies.

Tel: **01803 208353/208069**

Fax: **01803 208348**

E-mail: **housing@torbay.gov.uk**

Website: **www.torbay.gov.uk/housing**

Housing Standards Team

The Team has responsibility for ensuring that properties in Torbay are safe, warm and secure, including properties which are rented or owned or on mobile home sites. Advice is given to tenants, landlords and owner occupiers.

They deal with matters such as fire safety and amenity standards, energy efficiency advice, houses in multiple occupation and caravan site licensing.

They can offer advice on harassment and illegal eviction, financial assistance for landlords and owner occupiers and disabled facilities grants.

Tel: **01803 208717**

Fax: **01803 208348**

E-mail: **housing@torbay.gov.uk**

Website: **www.torbay.gov.uk/housing**

Supporting People

The Supporting People Team monitors and develops services for people who need support to live independently in the community. Services that Supporting People helps to fund in Torbay include a homeless hostel, supported housing, sheltered housing, a women's refuge and floating support which is support provided to people in their own homes.

Contact us for further information on services and how to access them or view our directory of Supporting People services on our web pages.

Tel: **01803 208729**

Fax: **01803 208348**

E-mail: **supporting.people@torbay.gov.uk**

Website: **www.torbay.gov.uk/supportingpeople**

Torbay Home Improvement Service

The Service helps disabled children and adults to adapt their homes so that they can remain living safely and comfortably in the Community.

Financial assistance to cover the costs is available to those who qualify.

The Team will respond to an initial referral for assistance within three weeks.

Tel: **01803 208333**

Fax: **01803 208348**

E-mail: **this@torbay.gov.uk**

Website: **www.torbay.gov.uk/this**

Customer Charter - Our promises to you

Torbay Council aims to provide you with high quality services and information. This charter sets out what you can expect from us and the help we need from you.

We need to hear from you if we are not achieving the standards set out in the Charter. We also welcome your comments and suggestions as to how we can improve our service to you. You can complete a feedback card or complaints form. Alternatively you can write to us at:

Housing Services
Pearl Assurance House
101-107 Union St,
Torquay TQ1 3DW

Answering the telephone

We will:

- greet you clearly and politely
- give you the name of the person you are speaking to
- respond to your call within 6 rings
- ensure that your phone messages are returned within 2 working days

Answering letters, faxes and e-mail

We will:

- respond to your letters, faxes and e-mails within 5 working days
- use plain language and avoid unnecessary jargon

Seeing us in person

We will:

- ensure that visitors are seen within 10 minutes of arriving
- be on time for pre-arranged appointments

Dealing with comments, complaints and compliments

We will:

- record your comments and use them to improve our service
- reply to any complaint within 10 working days
- if you are unhappy with the outcome, the case will be investigated by an independent person, who will give you a response within 28 days

Keeping customers informed

We will:

- provide useful and up to date information about our services
- tell you how to get hold of information in other formats or languages, such as large print.

How you can help us

- treat us and other customers with respect. We will not tolerate harassment, threats or verbal abuse. If you behave in a violent or threatening way, we may refuse to deal with your query or ask you to leave the office
- provide us with the information we need to answer your query

If you would like a copy of this booklet
in another format or language, large print
or Braille, please contact our
Customer Services Officer on
01803 208353.



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