

Housing Options Service Standards

What we will do

1. Provide a high quality, customer focused and efficient service.
2. Provide you with information and advice to do with your housing needs and aspirations. And, if needed, assist you to meet your needs. This will help you to make informed decisions about your different housing options. Our aim is that you get a housing outcome which meets your needs.
3. Offer you a Housing Options appointment in a safe and confidential environment within 6* working days (wherever possible) of your contact and at a time which suits you. You can bring a friend, relative or advocate along to your appointment. (If you are in a crisis situation or are at imminent risk of becoming homeless, you can speak to someone immediately.)
4. Carry out the discussion in a relaxed, informal and professional manner. And treat you with courtesy, dignity and respect.
5. Offer you appropriate advice from a trained member of staff. Listen to you, respond fully to your questions and provide you with clear accurate information in a balanced way.
6. Give you a dedicated case worker so that you know who to contact and don't have to repeat your story.
7. Provide you with your Housing Options Action Plan, making sure the content is fully explained and that you understand what you need to do next.
8. Also explain why some options may **not** be available to you, because of your circumstances.
9. Ask you for permission to share information with other services who can help and make referrals to them. We will make these referrals promptly and within 5 working days.
10. If you are homeless, we will continue to offer you a Housing Options service at the same time as helping you to manage your situation. We will aim to maintain fortnightly contact (where ever possible) to offer you advice and help.
11. If you are not homeless, we will continue to contact you regularly to offer advice until you get a housing outcome. This will be agreed with you and set out in your Action Plan.
12. Make information available to you in a variety of languages and formats. And provide you with an interpreter if you need one.
13. Make sure that everyone has equal and open access to our service. We will also treat everyone fairly and equally and will not discriminate on any equality grounds.
14. Use our customers' feedback and experiences to review and improve our services.
15. Make sure that you know that you can use the Highland Council's Complaint Service if you are dissatisfied with our service.