

Your Housing Service

HOW YOUR HOUSING SERVICE WORKS

Your Housing Service is provided through a network of 2 Area Housing Offices and 2 Neighbourhood Housing Offices.

Housing Offices deal with:

- Tenancy Management
- Transfers and Mutual Exchanges
- Repairs Enquiries
- Tenant Improvements
- Estate Management
- Empty Properties
- Nuisance and Anti Social Behaviour
- Basic Housing Advice

The housing staff will help you by dealing with your housing problems and by giving advice on matters to do with your tenancy. You don't normally need an appointment, but it is always best to check first that someone will be available to see you when you visit the office. We will visit you at home if you are unable to attend the office, in certain circumstances.

Each office also has a Building Surveyor and they can give you advice on matters concerning repairs, maintenance and tenant improvements or alterations.

WHO WORKS AT THE HOUSING OFFICE?

• AREA / NEIGHBOURHOOD HOUSING MANAGER

The Housing Manager has responsibility for all Housing Services in your area as well as all the staff who deliver the service at that location. If you have a problem that cannot be dealt with by the office staff, please ask for an appointment if you want to see the Housing Manager.

• ASSISTANT AREA HOUSING MANAGER

The Assistant Area Housing Manager assists the Housing Manager in delivering a quality housing service with specific responsibility for void property and repair related functions.

• ESTATE MANAGEMENT OFFICERS

Their job is to manage the homes in a particular area, dealing with tenants problems, complaints and letting empty properties. The area in which you now live will be allocated to a particular Estate Management Officer who will deal with any queries or problems you may have. Contact your local office to find out who deals with your specific area or neighbourhood.

• BUILDING SURVEYORS

Responsible for carrying out inspections of repairs at both empty and occupied properties, specifying the necessary repairs and ordering them, and dealing with requests for tenants improvements. The building surveyors are our technical experts.

- **CLERICAL OFFICERS**

The Clerical Officers provide a reception service, issue you with appropriate forms, give you help and advice on any of your housing queries, take your repairs enquiries and arrange appointments with other officers if they are unable to answer your query.

- **COMMUNITY ENVIRONMENT WARDENS (CEWs)**

Some areas have CEWs as part of the council's strategy to reduce anti social behaviour. They provide extra help for street cleaning, arranging for bulky items to be removed, graffiti removal, minor repairs, patrolling the estate and reporting breaches of tenancy to the Estates Management Officer.

OTHER HOUSING SERVICES

Our Rents Section is situated in Tredomen, Business and Technology Centre and will respond to any enquiries you may have concerning your rent account.

We also have a Tenancy Enforcement Section which is a team of officers dedicated to providing a proactive and focused approach to complaints of anti social behaviour and other breaches of tenancy conditions.

For further contact details please see the "Getting in Touch" section.

In addition to the Area and Neighbourhood Office network the Housing Service can provide you with help and advice on Housing Policy and Procedures, Right to Buy, Leaseholder Services, Older Persons Housing, Adaptations, Complaints about the service you've received, Customer satisfaction surveys, Monitoring of the service we deliver, Environmental Improvements, Group Repair Schemes, Tenant Participation, Planned Maintenance, Major Works and Response Repairs.

COMPLAINTS SERVICE

Day to day requests and complaints will be dealt with by the Area and Neighbourhood Staff. If you want to complain about the way we have delivered services to you, or for that matter any other council service you may have had a problem with, that can't be sorted out by your Area or Neighbourhood Staff, the council has a Complaints Procedure you can use.

For further details please see the "Compliments and Complaints" section.