Housing Needs and Enabling Service Standards

This leaflet describes how we will deliver our service and explain the standards you can expect.

www.merton.gov.uk
## Service Standards

We have Customer Service Standards with targets that we measure to ensure that we provide the best service we can.

<table>
<thead>
<tr>
<th>Service Standard</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. If you telephone us, we will answer your call within ten rings.</td>
<td>95%</td>
</tr>
<tr>
<td>2. If you come to our office you will be seen within:</td>
<td>70%</td>
</tr>
<tr>
<td>- 15 minutes if you have an appointment.</td>
<td></td>
</tr>
<tr>
<td>- 30 minutes of your arrival if you do not have an appointment</td>
<td></td>
</tr>
<tr>
<td>3. If you write to us, we will reply within 15 working days of receipt.</td>
<td>95%</td>
</tr>
<tr>
<td>4. We will process your housing register application and let you know the result within 20 working days of receiving it.</td>
<td>70%</td>
</tr>
<tr>
<td>5. If we are responding to your housing need as a homeless person, we will ensure you receive a decision within agreed timescales. (This will not affect your rights to emergency housing if appropriate.)</td>
<td>70%</td>
</tr>
<tr>
<td>6. If you need advice on a housing problem, we will interview you by appointment within ten working days of your request.</td>
<td>90%</td>
</tr>
</tbody>
</table>

### When providing our services, we will:

- Communicate in clear, jargon-free language.
- Provide you with clear and relevant advice and information in response to enquiries, in the language you require.
- Take into account any personal and cultural needs when providing services.
- Listen to your views and use them to review and improve our services.
- Make sure our staff are polite and helpful and show identification when meeting you in person, or give you their name if speaking to you on the phone.
- Treat you with respect and ask you to be respectful to us.
- Offer you private interview facilities on request.
- Have clean, warm, tidy and welcoming offices, and provide easy access for disabled people.
• Deal with phone calls immediately or, where this is not possible, call you back within one working day or at an agreed time.
• Visit you in your home if you cannot come to our offices and leave a calling card if you are not in.

**When assessing your housing needs, we will:**
• Try and prevent you from becoming homeless by providing you with appropriate housing advice and assistance to help you resolve your accommodation difficulties.

**If you are placed in temporary accommodation, we will:**
• Take into account your needs and provide you with the most suitable and appropriate accommodation that is available on the day.
• Inform you of your allocated caseworker.
• Make sure that families do not stay in bed and breakfast accommodation for more than six weeks.
• Provide safe and suitable temporary accommodation.
• Provide you with appropriate advice to support you during your stay in temporary accommodation and offer practical assistance.
• Provide an emergency service, outside of office hours, 365 days a year.

**Getting in touch**

**Housing Registrations**
(Housing applications and nominations)
Email: registration@merton.gov.uk
Telephone: 020 8545 3305

**Housing Options**
(Housing advice, homeless applications and housing options)
Email: housingadvice@merton.gov.uk
Telephone: 020 8545 3636

Out of hours.
Telephone: 020 8770 5000

Write to:
**Housing Needs and Enabling Service, Merton Civic Centre, London Road, Surrey SM4 5DX**

Or you can visit the Civic Centre.
Request for document translation

Housing Needs and Enabling Service Standards

If you need any part of this document explained in your language, please tick box and contact us either by writing or by phone using our contact details below.

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albanian</td>
<td>Nëse ju nevojitet ndonjë pjesë e këtij dokumenti e shpjeguar në gjuhën amtare ju lutemi shenojeni katinë dhe na kontaktoni duke na shkruar ose telefononi duke përdorur detajet e mëposhtme.</td>
</tr>
<tr>
<td>Bengali</td>
<td>এই তথ্যের কোনো অংশ আপনার ভাষায় বুঝা যায় না তাহলে, সরকার সেন্টার এর সাথে যোগাযোগ করুন। বিভিন্ন ভাষার প্রতিক্ষণ দেখা যাবে।</td>
</tr>
<tr>
<td>French</td>
<td>Si vous avez besoin que l'on vous explique une partie de ce document dans votre langue, cochez la case et contactez-nous par courrier ou par téléphone à nos coordonnées figurant ci-dessous.</td>
</tr>
<tr>
<td>Korean</td>
<td>만일 본 서류의 어떤 부분이라도 이해할 수 없으면, 상자에 '예'를 표시하고 우리에게 전화나 서신으로 연락하십시오.</td>
</tr>
<tr>
<td>Polish</td>
<td>Aby otrzymać część tego dokumentu w polskiej wersji językowej proszę zaznaczyć kwadrat i skontaktować się z nami drogą pisemną lub telefoniczną pod poniżej podanym adresem lub numerem telefonu.</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Caso você necessite qualquer parte deste documento explicada em seu idioma, favor assinalar a quadrícula correspondente e contatar-nos por escrito ou por telefone usando as informações para contato aqui fornecidas.</td>
</tr>
<tr>
<td>Somali</td>
<td>Haddii aad u baahan tahay in qayb dukumeentigaan ka mid ah laguugu sharxoo lugaddaada, fadlan sax ku caalamadda sanduugaa oo nagulu soo xiriir warqad ama telefoon adiggo isticmaalaya macluumaadka halkan hoose ku yaal.</td>
</tr>
<tr>
<td>Spanish</td>
<td>Si desea que alguna parte de este documento se traduzca en su idioma, le rogamos marque la casilla correspondiente y que nos contacte bien por escrito o telefónicamente utilizando nuestra información de contacto que encontrará más abajo.</td>
</tr>
</tbody>
</table>
| Tamil         | நேயும் அங்கிலத்தில் தமிழ் மொழியில் எங்கும் அங்கியுள்ள பகுதிகள் பற்றிய விளக்கம் பெறுவதற்காக வலையில் கவர்ந்த வருத்தில் உள்ள வழக்கங்கள் பற்றிய விளக்கம் பற்றிய வருத்தில் உள்ள வழக்கங்கள் பற்றிய விளக்கம் பற்றிய வருத்தில் உள்ள வழக்கங்கள் பற்றிய விளக்கம் பற்றிய வருத்தில் உள்ள வழக்கங்கள் பற்றிய விளக்கம் பற்றிய வருத்தில் உள்ள வழக்கங்கள் பற்றிய விளக்கம் பற்றிய வருத்தில் உள்ள வழக்கங்கள் பற்றிய விளக்கம் பற்றிய வருத்தில் உள்ள வழக்கங்கள் பற்றிய விளக்கம் பற்றிய 

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<tr>
<th>Large print</th>
<th>Braille</th>
<th>Audiotape</th>
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<tbody>
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</tbody>
</table>

Your contact:
Name...................................................
Address................................................
...........................................................
...........................................................
Telephone............................................

Housing Needs and Enabling Service
Merton Civic Centre,
London Road,
Morden, SM4 5DX

To make a comment, complaint or compliment us on our service, contact us: online, www.merton.gov.uk/complaints
Telephone: 020 8274 4901 or minicom: 020 8545 4191

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