

## Complaints, Comments and Compliments

The Council is interested in our customers' views on the services and the information we provide. Customers must have the opportunity to influence the decisions we make. We aim to make it easy for customers to give us their views so that we can make the services more responsive to their needs. We undertake to consider all the issues that are raised with us.

We want customers to let us know if they are happy or unhappy with us or our services. Customers can complete a Comments/Suggestion card that is available at access points, comment on Council services through the Comments, Compliments and Complaints leaflet and via our online comment form available at:  
**[www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)**



## Improving our Services

We will set clear and measurable targets for our service that will help to promote best practice. We will monitor services and carry out regular reviews taking account of customer feedback to help us make decisions.

## How to Contact Us

The Housing Options Service  
Park Tower  
Park Road  
Hartlepool  
TS24 7PT

### **The offices are open:**

8.30am - 5pm Monday to Thursday and  
8.30am - 4.30pm Fridays.  
(except Bank Holidays)

**Tel:** 01429 266522

**Email:** [housingadviceteam@hartlepool.gov.uk](mailto:housingadviceteam@hartlepool.gov.uk)

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**This document is available on request in alternative formats (other languages / large type / Braille / audio). If you would like an alternative version please contact us T: 01429 523333**

# The Housing Options Service



**This leaflet provides you with details of the services and standards that you can expect from us.**



**The aim of the Housing Options Service is to improve access to affordable and sustainable homes, help people to explore their housing options and find solutions to resolve their housing need.**

### **Our Service includes:**

- The prevention of homelessness and to carry out of the Council's statutory duties towards people who are homeless or at risk of being homeless
- The provision of support to help people access and manage tenancies
- The provision of advice and assistance to help people resolve breaches of tenancy issues
- The provision of advice and assistance to help people resolve debt and money problems
- The co-ordination of access into and move on from supported accommodation
- The investigation of issues of illegal eviction and harassment
- The provision of impartial advice to landlords and tenants concerning their legal rights and responsibilities
- Ensuring that Registered Social

Landlords give nomination rights through the Compass Choice Based Lettings Scheme

- Working with our partners in the Tees Valley to ensure the effective running of the Compass Choice Based Lettings Scheme
- The provision of an emergency out of hours service for homelessness

**For out of hours emergency please telephone: 01429 869424**

### **Our Customer Promises. We aim to:**

- be friendly, approachable and professional
- respond quickly and efficiently to requests for service or information
- provide straightforward information about our services
- get things right the first time and correct them promptly if they go wrong
- deal with complaints speedily and simply, learning lessons from them
- actively seek the views of our customers and take account of their comments
- balance the needs of individual customers with those of the wider community

- promote equality and fair treatment, including equal access to services
- ensure that all information provided to us is handled sensitively and confidentially
- provide customer care training to all staff and monitor delivery standards
- answer telephone calls quickly
- continuously improve our services for customers and offer value for money

**We have a commitment to put things right as quickly as possible. If you are unhappy with the service you have received please contact:**

**Lynda Igoe, Housing Advice Manager.  
T: 01429 284177  
Email: [lynda.igoe@hartlepool.gov.uk](mailto:lynda.igoe@hartlepool.gov.uk)**

