

When you use our services...

Council Housing

We will:

- Consult and involve residents in improving tenant and leaseholder services.
- Meet the Decent Home standard by 2010
- Provide an excellent repairs service.
- Make empty houses ready for the next family as quickly as we can, and produce fortnightly vacancy lists for Homebid.
- Offer a wide range of ways to pay rent and provide practical help and advice to those who have difficulty paying.
- Enforce our tenancy conditions and reduce anti-social behaviour
- Work with residents to improve our estates, build new homes and make our neighbourhoods better places to live.
- Support opportunities for local training and employment on our estates
- Adapt homes to help people with disabilities.
- Provide safe and secure housing for older people and services which support independent living in the community.

New Homes and Private Housing services

We will:

- Provide advice and support to help prevent people from losing their homes
- Work with Housing Associations to provide 2000 new affordable homes for local people by 2012
- Provide Home Improvement Loans to help people look after their own homes
- Enforce standards in the private sector to improve at least 900 homes by April 2010
- License over 90 bedsits and Houses in Multiple Occupation this year
- Provide grants to help 100 disabled people to live independently each year.

Please note: where a time frame is specified this is working hours/days.

This written information is available on request in other formats or languages.

Your Views Count – how to make a comment about our services

We want to hear from you about your experiences when you deal with us. If you receive good service, or if you want to nominate one of our staff for a Customer Excellence Award please let us know by telephoning us on **023 8083 3078**. You can also nominate a member of staff on our website at **www.southampton.gov.uk/excellence**.

Occasionally we get it wrong. If you are unhappy with the service you have received, please tell us so that we can put things right. This will also help us make sure that people have fewer problems in future. We are also interested in your views if you have any general suggestions on how we can improve services. You can let us know by speaking to us in person, by phoning, or by completing a “Your Views Count” form which you can obtain from a member of staff. You can also complete this form on line at **www.southampton.gov.uk**. If you would like help in making your compliment, comment or complaint, please contact our switchboard on **023 8022 3855**.

Our minicom number is: 023 8083 2798.

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