

Housing Hub

About the Service

The Housing Hub is a dedicated team of housing specialists who provide housing guidance and support from several different channels, including by phone, email and in person at [receptions and surgeries](#) across the different towns.

We are committed to:

Resolving your enquiry the first time you contact us

Where we are unable to resolve your enquiry, we will make an appointment for you or refer you to the appropriate team

Supporting you with accessing and understanding information

Assisting you with accessing our online services

Acknowledge your emails within 3 working days

Responding to your online enquiries within 3 working days

To meet our commitments, we will:

Ensure all officers are trained in appropriate areas for their role

Provide a training plan for new team members

Provide regular refresher training to the team

Ensure officers are aware of any changes to services that they advise on

Always provide a service consistent with the customer service standard

Ensure all avenues of contact are sufficiently staffed for the number of customers

We ask you to:

Provide data protection information when you make contact

Provide us with as much information as possible relating to your enquiry

Allow us the opportunity to try and resolve your enquiry

Use online services where you can, to help keep other avenues free for the most vulnerable customers

Tell us when you need support accessing online services

To measure and improve our service we will:

Set targets for resolving enquiries we receive at the first point contact

Carry out regular meetings with officers to identify training needs

Consider the reasons for your contact to identify whether there were any failings with the service that we or other teams provided

We will send you a satisfaction survey following your contact with us to hear your feedback

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