

## **Housing Services**

### **About the Service Standard**

This service standard outlines the level of service you can expect from Sandwell Council's Housing Teams. It reflects our commitment to delivering consistently excellent service.

### **We are committed to:**

Providing excellent customer service every time you contact us.

Listening carefully and respectfully to your enquiry, concern or complaint.

Being considerate towards your situation and circumstances.

Responding to your enquiry, in line with legal requirements or service-specific standards.

Ensuring you understand the outcome of your enquiry and the reasons behind any decisions made.

Making our information and services accessible to all.

Protecting your personal information and enabling you to keep it up to date.

### **To meet our commitments, we will:**

Listen to your concerns with care and respect your needs and feelings.

Always maintain professionalism and courtesy.

Communicate clearly, using language that is easy to understand and providing helpful guidance.

Provide interpreters and translated documents when you need it.

Make [reasonable adjustments](#) to meet your individual needs, such as providing information in alternative formats or supporting with completing online forms.

Try to answer your query the first time you contact us.

Always comply with UK data protection laws (UKGDPR).

Make it easy for you to update your information (e.g., contact details and any changes in circumstances)

Make services and information available online where possible

### **We ask you to:**

Treat staff and other service users with respect.

Let us know if you are unhappy with a service by making a [complaint](#).

Let us know if you are happy with a service you have received by making a compliment.

Allow us to respond to your enquiry within service specific time frames.

Let us know of any changes to your circumstances that may affect how we provide services to you

Keep your contact details and communication preferences up to date

**To measure and improve our service we will:**

Ask for your feedback on specific services you receive.

Invite you to participate in the development and improvement of housing services.

Use your feedback to help improve our services.

Review complaints to identify learning opportunities and put solutions in place.

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