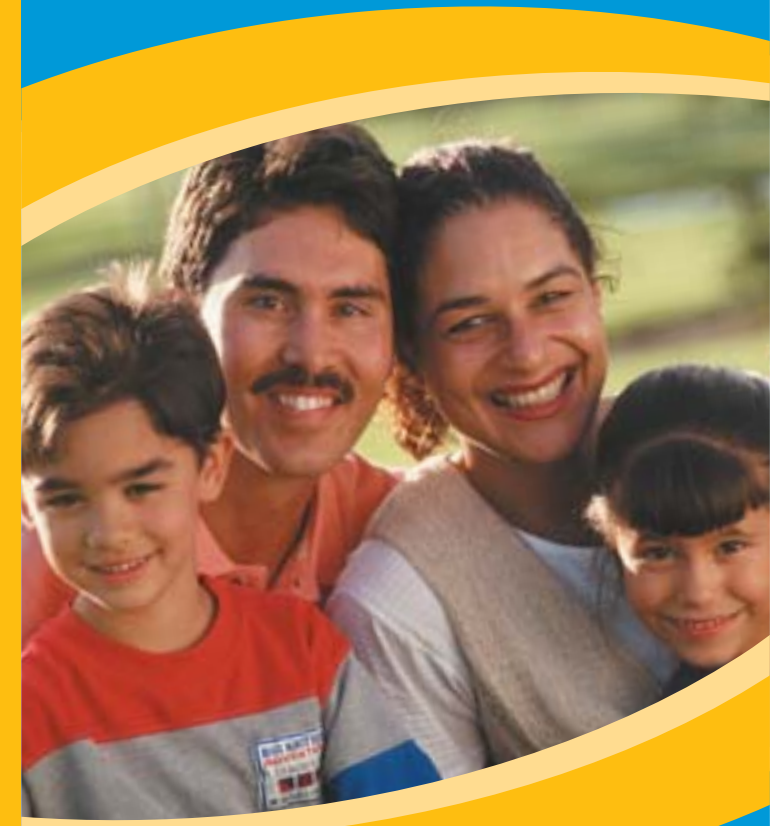


Housing Aid Centre



Who to contact

If you are not happy with the service that you have received at the Housing Aid Centre, please ask to talk to the duty manager first.

If you have other complaints or questions, contact the Principal Housing Officer at the Housing Aid Centre on 020 7527 6310.

To make an official complaint

If you still feel that we have not sorted out your complaint, you can make an official complaint through our complaints procedure. Please ask any member of staff for a leaflet called 'How to comment or complain about a council service'.

If you are happy with the service that we have provided

It is always nice to know when you are happy with our service.

If you feel that we have provided a good service, please let us know. You can either tell the section manager or the member of staff involved. Or, you can fill in the customer comment card at reception.

Translations



If you see a council publication with the symbol shown, we can explain that publication to you in your own language over the phone at any Islington housing department office. Or, in some cases, we can send you a translation in your language. We offer this service to anyone using our services.

Eğer Islington Belediyesinin bastırıldığı broşür, duyuru ve yayınlarda bu işaret ya da sembol varsa, konut müdürlüklerimizin ilgili personeli bu yayınlara size telefonla kendi dilinizde anlatabilir, çevrilmiş olan bazı yayınlara Türkçesi ise internetiz adresinize gönderilebilir. Bu hizmet Islington Konut Müdürlüklerinin hizmetlerinden yararlanana herkese sunulmaktadır.

TURKISH

Haddii aad aragto xayasiinta golaha oo calaamaddanu sita waxaad heli kartaa in xayasiintaas luqaddaada telefoon laguugu shaaraxo meel kasta oo uu ku yaal xafiiska laanta guriyeynta ee Islington ama, marar qaarkood, tarjumaad luqaddaada ah ayaa laguugu soo diri doonaa. Adeegyadan waxaa loo bandhiigaa qof kasta oo jisticmaalaya adeegyada laanta guriyeynta ee Islington.

SOMALI

আপনি যদি কাউন্সিলের কোনো প্রকাশনায় ওপরের চিহ্নটি দেখতে পান তবে আপনি আপনার নিজের ভাষায় সেই প্রকাশনার ব্যাখ্যা পেতে পারেন যে কোনো ইংলিশ-ই হুইলিংটন অফিস থেকে দুইভাষার মাধ্যমে, অথবা কোনো কোনো ক্ষেত্রে আপনার ভাষায় লেখা আপনারকে অবদান করেও পরামর্শে যেতে পারে। ইংলিশ-ই হুইলিংটনের ওয়েবসাইটে এর পরিষেবা ব্যবহার করলে এমন যে কেউই এই পরিষেবাটি পেতে পারেন।

BENGALI

Si vous apercevez ce symbole sur une brochure du *Council* cela signifie que vous pouvez vous faire expliquer le contenu de cette brochure dans votre propre langue soit au téléphone à n'importe lequel des centres d'aide au logement d'Islington, ou, si possible, nous pouvons vous envoyer cette brochure traduite dans votre langue. Ce service est proposé à toute personne ayant recours aux services des centres d'aide au logement d'Islington.

FRENCH

Εάν δείτε ένα φιλλλάδιο με αυτό το σύμβολο, μπορούν αν σας δώσουν εξήγησης σχετικά με αυτό το φιλλλάδιο στη δική σας γλώσσα στο τηλεφωνό ή σε οποιαδήποτε γραφείο του τμήματος στέγασης του Islington ή, σε ορισμένες περιπτώσεις, μπορεί να σας στείλει μετάφραση του φιλλλάδιου. Αυτή η υπηρεσία προσφέρεται σε όλους όσους χρησιμοποιούν τις υπηρεσίες του τμήματος στέγασης του Islington.

GREEK

Nëse shikoni një botim të Këshillit me simbolin e mësipërm, mund t'ju shpjegojmë atë në gjuhën tuaj amtare nëpërmjet telefonit në çdo Zyrë të Departamentit të Strehimit të Islingtonit ose, në disa raste, mund t'ju dërgohet një përkthim në gjuhën tuaj amtare. Ky shërbim i ofrohet çdo personi që gëzon shërbimin e Departamentit të Strehimit të Islingtonit.

ALBANIAN

Si encuentra un folleto del *Council* con el símbolo que aparece arriba, podrá obtener la explicación de dicha documentación en su propio idioma bien por teléfono en cualquier oficina del departamento de ayuda a la vivienda de Islington o, en algunos casos, le podrá ser enviada una traducción en su lengua. Este servicio se encuentra disponible para cualquier persona que requiera los servicios del departamento de ayuda a la vivienda de Islington.

SPANISH

如果您见到注有以上标记的市政议会的出版物，就可以通过电话向任何伊灵顿住房安置办公室来请求将该出版物以您自己的母语进行解释，或者在某些情况下，可以请求将该出版物的翻译件寄给您。任何使用伊灵顿住房安置部门服务的人员都可获得此项服务。

CHINESE

Colour Index

We've colour coded our customer commitment leaflets, to help make it easier for you to find the type of information you want.

Related information on our service standards can be found within the following colour groups:

- Applying for housing (Blue leaflets)
- Improvement works (Pink leaflets)
- Repair matters (Orange leaflets)
- Tenancy management & leasehold matters (Purple leaflets)

Issue No.2 June 2004



ISLINGTON
Islington Council Housing Services

Our mission statement

'We aim to adopt a customer-centred approach when delivering our housing services that puts the customer at the heart of everything we do.'

This leaflet explains the standards of service that we aim to achieve. We will monitor these standards and ask you for your views.

Housing Aid Centre

- To meet our commitment when delivering the Housing Aid service, we aim to treat you with dignity and respect.
- When you come to the Housing Aid Centre, we will assess you within 10 minutes. At that stage we will tell you how long it is likely to take to complete all our enquiries. If there is a delay in seeing you, we will explain the reason for the delay.



- If English is not your first language, we will arrange for you to be interviewed with an interpreter within two working days if you need this.
- You will have access to trained professional staff.
- You will receive accurate advice which is easy to understand.
- If you are homeless, eligible for help and we have reason to believe that you may have a priority need, an officer will fill in a homeless application with you.
- We will give you the name and phone number of the person who is dealing with your application.

What happens to your homeless application?

- We will aim to make a decision on your homeless application within 30 working days. If we cannot do this, we will write to you and let you know why.
- We will write to you within three working days of making a decision on your homeless application. We will clearly explain our decision.

We will write to you in plain and clear English or in your first language.

Housing advice

- If you ring the Housing Aid Centre and the person you need to talk to is not available, you can leave a message. They will then respond within one working day.
- If you have a housing problem, we will give you good-quality advice about your situation.
- If we cannot help you with housing, we will explain why and we will arrange for you to see a housing advisor who will give you information on your other options.
- We will give you up-to-date information about other agencies or organisations that may be able to help you.

Private rented accommodation

- If you have a disrepair problem we will explain your landlord's responsibilities and give you advice on action you could take.
- If necessary we will put you in contact with Islington's Environment and Conservation Services Department.
- We will give you advice on getting your rent deposit back.
- Our tenancy relations officer will give you advice and get involved if you are threatened with illegal eviction or are illegally evicted.
- If you are threatened with eviction because Housing Benefit has not been paid, we will work with the Housing Benefit Section and with your landlord.