

## If you are not happy with our service

If you are not happy with the service that you have received in the Rehousing Section, you should phone the manager on 020 7527 4185.

## 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 our service

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 tell the section manager or the member of staff involved, or 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 İslington Belediyesi'nin 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 internetle adresinize gönderilebilir. Bu hizmet İslington 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 bandhigaa qof kasta oo jisticmaalaya adeegyada laanta guriyeynta ee Islington.

SOMALI

আপনি যদি কাউন্সিলের কোনো প্রকাশনা ওপরে চিহ্নটি দেখতে পান তবে আপনি আপনার নিজের ভাষায় সেই প্রকাশনার ব্যাখ্যা করতে পারেন যে কোনো ইংলিশ-ইন-হাউসিং ডিপার্টমেন্ট অফিস থেকে দু'তাকের মাধ্যমে, অথবা কোনো কোনো আরও আপনার ভাষায় সেটি আপনাকে অবদান করেও পাঠানো যেতে পারে। ইংলিশ-ইন-হাউসিং ডিপার্টমেন্ট 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 φιλιάδιο με αυτό το σύμβολο, μπορούν να σας βοηθήσουν εξηγήσεις σχετικά με αυτό το φιλιάδιο στη δική σας γλώσσα στο τηλεφώνιο ή σε οποιοδήποτε γραφείο του τμήματος στέγασης του Islington ή, σε ορισμένες περιπτώσεις, μπορεί να σας σταλεί μετάφραση του φιλιάδιου. Αυτή η υπηρεσία προσφέρεται σε όλους όσους χρησιμοποιούν τις υπηρεσίες του τμήματος στέγασης του Islington.

GREEK

Nëse shikoni një botim të Këshillit në 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斯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。任何使用伊斯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)

# Islington Rehousing Section



## 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.'

We want our services to be fair, consistent and above all helpful. This leaflet explains the standards of service we aim to achieve. We will monitor these standards and ask you for your views.



## Our rehousing customer care standards

- To meet our commitment when delivering the rehousing service, we aim to treat you with dignity and respect.
- When we receive your housing application, we will register and assess your application within five working days. If there is a delay in telling you the outcome of your assessment, 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 if you need this service.

Our aim is to make sure that all sections of the community have equal access to our services.

- You will have access to trained professional staff.
- You will receive accurate advice and information about your rehousing and housing options which is easy to understand.
- We will deal with your enquiries in a polite and helpful way.
- We will tell you the outcome of the assessment of your application within five working days and keep you informed about your rehousing prospects through yearly reviews and further assessments.
- We will give you the name and phone number of the person who is dealing with your application.
- We will assess all medical applications and tell you the outcome of the result within 33 working days of receiving all the information.
- We will offer our properties within 24 hours of them becoming available.
- We will tell you the outcome of your appeal within 33 days of receiving all the information.
- We will write to you in plain English or in your first language.
- We will reply to all correspondence within 10 working days. If we can't reply this quickly, we will write to you and give you the date you can expect a full reply.

We will address letters to you by name whenever possible, and send them out in the name of the staff member who is dealing with the case.

If you ring the Rehousing Section and the person you need to talk to is not available, you can leave a message.

They will then respond to you within one working day or at an agreed date if someone is away from the office.

We will try to keep to these standards at all times, so that we can give a consistent service.

## Housing options

We will give you good-quality advice about your housing options.

Our overall aim is to help you find housing that is suitable for you.

We will look at all the opportunities by offering new and existing social housing tenants more choice in their housing options.

We are committed to equal opportunities no matter what your race, colour, religion, ethnic or national origin, disability, age, sex, sexuality or marital status.