

Private sector housing

Customer charter

Our aims are to:

- Protect the health, safety and welfare of Newham residents renting privately, or with a registered social landlord.
- Promote quality, choice and opportunity in all rented housing across the borough.

What we do:

- Investigate complaints and referrals about poor rented housing conditions.
- Ensure accommodation in the London Borough of Newham meets current decency and health and safety standards through advice, enforcement and regulation.
- Advise both landlords and tenants regarding disrepair matters, technical aspects of housing and legal issues.
- Act in relation to empty houses, dilapidated commercial buildings and vacant unused plots of land, bringing them back into productive and sustainable use.
- Ensure conditions in hostels, hotels and other forms of shared accommodation known as houses in multiple occupation meet current standards.

Service standards:

The private sector housing group has been set targets to provide the most effective service for all clients and stakeholders.

We aim to:

- Establish the category for your request upon contact i.e. ***urgent or non-urgent** and then take appropriate action including arranging an appointment to visit you if needed and take all necessary steps to ensure your home is in a safe and decent condition.
- Investigate all **urgent** service requests within **one working day** of contact and take appropriate action to deal with any imminent risk to health, safety and welfare of (any) residential occupiers as soon as practicable.
- Respond to all **non-urgent** requests in relation to housing conditions, housing licensing, empty properties, vacant land, shared housing (houses in multiple occupation) and other related matters within **ten working days**.
- Acknowledge requests for service in writing where appropriate giving a reference and named case officer for future contact.
- Confirm what action, work or response is necessary within **ten working days** of our initial visit or investigation.
- Arrange appointments, where possible, for visits or meetings by telephone or in writing with tenants, agents, landlords and other stakeholders.

***Urgent service requests are those that may have a direct and imminent effect on health, safety or welfare e.g. sewage spillage, illegal eviction or fire safety.**

Contact us:
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