

Service Standards

Housing Options Centre

The Housing Options Centre (HOC) provides advice and support to help you if you are at risk of losing your home. If homelessness cannot be prevented we will provide temporary accommodation if we have a legal duty to house you.

What we do:

- We explain your housing options and how we can assist you
- We advise you of the likely timescales involved in pursuing the housing option most appropriate to your circumstances
- We explain the Bond Scheme to you and help you to find a suitable property in the private sector
- We negotiate rent levels with private landlords or their agents on your behalf
- We assist you with your housing benefit claim to ensure that your rent is paid on time
- Carry out a review of decisions, where needed, within 56 days

We aim to:

- See you within 15 minutes of your appointment time
- See you within 30 minutes at the reception if you do not have an appointment
- Provide you with a private interview for complex enquiries
- Provide you with our decision in writing within two working days of making the decision
- Treat all information provided to us confidentially
- Explain the reasons for any referral to other departments or organisations
- Provide an interpreter where this is required
- Carry out a customer survey at least once a year to seek your views on improving our service