



# factsheet

## CUSTOMER SERVICE STANDARDS

### HOUSING NEEDS SERVICE

Web: [www.charnwood.gov.uk/housing/housingadvice.html](http://www.charnwood.gov.uk/housing/housingadvice.html)  
[www.charnwood.gov.uk/housing/homelessness.html](http://www.charnwood.gov.uk/housing/homelessness.html)

Tel: 01509 634567

Email: [housing@charnwood.gov.uk](mailto:housing@charnwood.gov.uk)

The Housing Needs Team provides a range of services to people who are in need of help with their housing. The team are responsible for maintaining the housing register, allocating Council Accommodation and providing nominations to Housing Association properties.

They also provide a housing advice service and the Council's homelessness service.

When You	We Will	Within (timescale)
Submit a fully completed Housing Register application	Assess it and place it on the waiting list (CS 123)	30 working days



## CUSTOMER SERVICE STANDARDS HOUSING NEEDS SERVICE

When You		We Will	Within (timescale)
form			
When you submit a fully completed Housing Register Transfer Application form		Assess it and place it on the transfer list (CS 214)	10 working days
Submit a fully completed Change of Circumstances form we will amend our records		Amend our records (CS 210)	10 working days
If you are about to be made homeless	Within the next 7 days	Arrange to see you (CS 211)	24-48 hours
	Within the next 4 weeks	Arrange to see you (CS 212)	5 working days
If you have been made homeless		Endeavour to complete our enquiries and make a decision on your homeless application (CS 213)	33 working days



## CUSTOMER SERVICE STANDARDS HOUSING NEEDS SERVICE

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

