

Information on the
**Housing Options
and Advice Service**



YOU



and your
housing
options

Our service aims:

Camden Housing has changed the way people will access housing services in Camden. Through these changes we have made the process of getting advice about your housing problems and options simpler and more helpful to you.

All services to people in housing need have been re-organised under one Housing Needs Service.

Because of the massive shortage of housing in Camden we cannot offer a house to everyone who has a housing problem but we can work with you to see if we can find you an alternative solution. If you think you will become homeless we will try everything to help to stop this happening. Everyone with a housing need will be offered a housing options interview where we will explore a range of housing solutions to assist you.



What service can the Housing Options Service offer?

- Advice & assistance to people looking for somewhere to live
- Realistic, up to date and in-depth advice on housing and how to pay for it
- A full housing option service covering: Private renting, low cost home ownership, mobility options, supported housing.
- A range of tailor made solutions for priority groups applicants with practical assistance if appropriate
- Assistance with keeping your home
- On-line up to date information on emergency accommodation that may be available for single people
- Personalised referrals to other sections if we cannot help you

Our promise to you

- We will do our utmost to prevent you losing your home
- We will provide you with clear up to date information so you can make a realistic choice on your housing
- We will develop a range of housing options for families and vulnerable single people
- We will make clear what we can and cannot do
- We will use our initiative to try to solve your problem
- We will advise you in clear easy to understand language

What service can the Private Sector Housing Service offer?

- Free specialist tenancy advice and casework to Camden private and housing associations tenants on:
 - Your rights to stay in your home
 - Rent and service charges arrears
 - Housing benefit and welfare rights, paying for your accommodation
 - Disrepair and housing standards
 - Disputes with your landlord
 - Tenancy deposits
- Negotiations with your landlord or mortgage lender
- Free advice to home owners on mortgage arrears and service charges
- Tenancy relations service for private tenants who are being harassed or illegally evicted
- A full housing options service

Our promise to you:

- We will do our utmost to ensure you do not lose your home
- You will receive up to date accurate advice
- All our advisers are fully trained in housing and related social welfare law
- All our casework is carefully supervised by a senior caseworker
- Our advice and letters will be in easy to understand non legal language
- After your appointment we will confirm our advice in writing within 5 working days

- We will provide you with clear information to enable you to make a realistic choice
- We will investigate complaints of harassment and illegal evictions made before 4pm on the same day

Our Housing Needs Service standards

- We will answer the telephone within 5 rings
- We will redirect you to the right person
- We will answer your letters and emails within 10 working days
- We will use translators and interpreters when necessary
- If you have an appointment we will see you within 5 minutes
- You will be able to make an appointment within 10 working days
- All our staff will wear a name badge and give you their name
- We will provide a professional and courteous service
- We will treat everyone fairly
- We will keep you informed of our performance by newsletters and posters in our receptions
- We will ensure that our services are accessible to you if you have special needs
- We will ensure the use of interpreters and translators if you need them
- We will offer an appropriate service to vulnerable customers, for example where necessary provide a home visit to the housebound

What can you do to help?

- Make sure you bring all your documents with you when you come to see us
- Let us know in advance if you cannot keep an appointment so we can arrange another for you
- Let us know if you have special needs so we can make arrangements to meet these needs.
- Give us accurate information and documents
- Be polite and courteous

Your views

- We are always looking for ways to improve. We want to hear your views on our service. If you have any queries, suggestions or comments, good or bad, please let us know by writing to the Review & Quality team at the address at the back of the leaflet.

What to do if things go wrong

Sometimes things go wrong. We want to know so that we can try and put it right and learn from our mistakes.

If you would like to make a complaint you can:

- Deal with it informally by contacting a team manager. We will try to put things right whenever possible
- Ask for an official complaint form; we can give it to you, send it to you or they are available on-line on www.camden.gov.uk.

Complaint Procedure

Please return your complaint form to: Housing Quality Team,
Bidborough House, 20 Mabledon Place, London WC1H 9BF

We will:

- Write to acknowledge your complaint within 2 working days
- Investigate your complaint within 15 working days
- Provide the necessary information to enable you to pursue your complaint if you are unhappy with our reply

How to contact us:

Telephone us on 020 7974 5801 and we will ensure that you are directed to the staff who can best advise and assist you.

If you are a private tenant, private sector home owner or Housing Association tenant please phone: 020 7974 8855.

Address and opening times

Housing Options & Advice Service

Bidborough House
20 Mabledon Place
London WC1H 9BF

Email: housingneeds@camden.gov.uk

Monday	9.30 - 3pm
Tuesday	9.30 - 3pm
Wednesday	9.30 - 12.30 Somali speakers session
Thursday	9.30 - 3pm
Friday	9.30 - 3pm

Private Sector Housing Advice team

179 West End Lane

London NW6 2LH

Email: housingadvice@camden.gov.uk

Monday 9.30 - 4pm

Tuesday 9.30 - 4pm, 4pm - 7pm

Wednesday Closed

Thursday 9.30 - 4pm

Friday 9.30 - 4pm

If you would like information on the Housing Options and Advice Service in large print, Braille, on audiotope or in another language please phone 020 7974 5801

Housing Options & Advice Service
Bidborough House
20 Mabledon Place
London WC1H 9BF
Tel: 020 7974 5801
Fax: 020 7974 5843
Email: housingneeds@camden.gov.uk
www.camden.gov.uk

إذا أردت المعلومات حول خيارات الإسكان وخدمة الإرشاد بالطبعة الكبيرة أو بلغة بريل أو بلغتك الأم فالرجاء الاتصال مع رقم: 020 7974 5801.

আপনি যদি হাউজিং অপশনস এন্ড এডভাইস সার্ভিস সম্পর্কে তথ্য বড় ছাপার অক্ষরে, ব্রেইল বা অঙ্কলিপিতে, অডিও টেপ বা বাজিয়ে শোনার কেসেটে অথবা আপনার নিজের ভাষায় পেতে চান, তাহলে অনুগ্রহ করে 020 7974 5801 নাম্বারে টেলিফোনে যোগাযোগ করুন।

Pour obtenir des informations sur le Service de conseils et possibilités en matière de logement en gros caractères, en braille, sur support audio ou dans votre langue, veuillez contacter le 020 7974 5801.

Haddii aad jeceshahay in aad macluumaad ka hesho Fursadaha Guriyeynta iyo adeega (Housing Options and Advice Service) talooyinka aadna dooneyso iyadoo ku qoran farta waaweyn amaba farta indhoolayaasha, iyadoo cajalad ku duuban amaba iyadoo luqada aad ku hadasho ku qoran fadllan la soo xiriir taleefoon lambarka 020 7974 5801.

En caso de que desee información sobre el Servicio de Opciones y Asesoramiento en materia de Vivienda en tipo grande, Braille, audio cassette o en su propio idioma, no dude en contactar con el número 020 7974 5801.