

Gloucester City Council

Housing Services

Our purpose is:

Helping people keep, find or provide them with suitable affordable accommodation that meets their housing Needs

Providing a helpful sympathetic and accurate advice service *TAILORED* to meet the needs of our customers

Our Service Standards are

	<i>Standard</i>	<i>What our customers have told us this means</i>
T	Providing a <i>Timely</i> service, meeting our agreed standards	Dealt with quickly Quick response
A	Provides clear consistent and accurate <i>advice</i>	Give you information to help Explain to you simply what you can do and what we can do for you
I	Takes the <i>individual</i> into account	Looking at your individual circumstances Personal face to face advice
L	Staff that <i>listen</i>	Listen to what you have got to say
O	Provides realistic <i>options</i>	Explain to you simply what you can do and what we can do for you Refer you to other people who can give you help and advice
R	Has the <i>resources</i> to deliver	Get accommodation Respond quickly to my needs
E	Staff that are <i>empathetic</i>	Looking at your individual circumstances Listen to what you have got to say
D	<i>Delivers</i> solutions	Help you find a place to live Suitable place to live Affordable safe

