

Housing Benefits - our service commitment

The Benefits Team have a responsibility to administer Housing and Council Tax Benefits in accordance with the legislation.

The Benefits team will treat all its customers fairly, respect their privacy and dignity, be helpful and courteous and pay particular attention to those with special needs.

We are constantly trying to find ways to improve the service to our customers and have a Statement of Intent - the service you should expect to receive. Some of the details are:-

- To provide advice and help in benefit matters;
- Assess benefit within 14 days of receiving all the required information (new claims and renewals);
- Reassess your benefit within nine days of receiving notice of a change in circumstances;
- We will aim to reply to your letter or e-mail in full within two working days of receiving it;
- If not, we will acknowledge your correspondence within two working days of receiving it and aim to reply in full within seven working days;
- Where it is not possible to reply within seven working days we will give you an explanation;
- Our reply will identify the person who is dealing with your enquiry;
- Answer your telephone call within 15 seconds;
- Regularly ask your views on the service and any changes you think will improve it;
- Give you a written explanation of your benefit entitlement within 14 days of asking for it;
- All staff will either give their name (telephone) or wear name badges (enquiry desk) so you know who you are dealing with;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;