

Housing Advice - our service commitment

This charter covers the comprehensive housing advice service provided by the Council. If you require our help, please ring us on 01784 446380/1/3/4.

What you can expect from us

- A friendly, polite, and professional attitude towards you;
- Any information provided by you will be treated discreetly and with appropriate confidentiality;
- We will be sensitive to your individual needs and requirements and treat you with respect, as we appreciate that you may be feeling anxious and unsure;
- A free advice service, which is available to everyone requiring it;
- A fair service where everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability, or sexuality.

Advice over the following wide range of housing options and problems:

- Tenancy rights including harassment, illegal eviction and disrepair
- Prevention of homelessness
- Maximisation of Income, rent and mortgage issues
- Deposit Guarantee Scheme
- Finding private rented accommodation
- Spelthorne's Housing Register
- Joint transfer list
- Housing options following a relationship breakdown
- Domestic violence
- Key workers
- Shared ownership
- Affordable housing

If your problem is one that we are unable to help you with, we will try and find a specialist organisation that can help you.