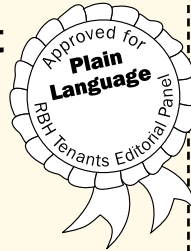


Complaints

The simplest way to sort out a problem is to discuss it with the staff concerned, either face to face or on the telephone. Many problems can be quickly resolved this way. If you are not happy with the response then our complaints procedure will help us deal efficiently and effectively with your complaint. See our leaflet 'Complaints' for more information. You can make a complaint by:

- completing the complaint form that accompanies the complaints leaflet
- writing to your local housing office or Rochdale Boroughwide Housing's headquarters
- telephoning your local housing office or our complaints line on 0845 123 5628
- e-mailing rbh.policy@rbhousing.org.uk
- completing our on-line complaints form at www.rbhousing.org.uk

This document is available on request in large print, Braille, Bangla, Urdu, audio tape or on computer disk from the Housing Equality Team on (01706) 273790/273791.



یہ دستاویز درخواست کیے جانے پر بڑے حروف، بریل سسٹم، ہنگامہ اور اردو زبانوں، آڈیو ٹیپ یا کمپیوٹر ڈسک پر ہاؤسنگ ایکویٹی ٹیم سے ٹیلی فون نمبر (01706) 273790 پر رابطہ قائم کر کے حاصل کی جاسکتی ہے۔

এই দলিলটি (ডকুমেন্ট) হাউজিং ইকোয়ালিটি টিমের নিকট হইতে বড় ছাপার অক্ষরে, ব্রেইল (অন্ধদের জন্য বিশেষভাবে নির্মিত) অক্ষরে, বাংলায়, উর্দুতে, ক্যাসেটে অথবা কম্পিউটার ডিস্কে (01706) 273791 নম্বরে ফোন করিয়া সংগ্রহ করিতে পারেন।

Rochdale Boroughwide Housing Ltd Registered Office: The Old Post Office, The Esplanade, Rochdale OL16 1AE. Registered in England and Wales No 4394435. This company is controlled by Rochdale Metropolitan Borough Council under Part V of the Local Government & Housing Act 1989. **ISSUE 3: DEC 2004**



The Right Choice!

Rehousing Our Service Standards

This leaflet sets out what you can expect from our rehousing service. It tells you about our service standards and how you can help us deliver the service promised.



Produced by Rochdale
Boroughwide Housing Ltd
in conjunction with
Rochdale Metropolitan
Borough Council

OUR PROMISE TO YOU

- We will provide information and advice on our Home Choice Rehousing service:
 - on our websites at www.rochdalehomechoice.org.uk and www.rbhousing.org.uk
 - at any local housing office or Council customer service centre.
 - in our Home Choice leaflets:
 - **Guide to Home Choice**
 - **Home Choice Properties**
 - **Housing Association Homes**
 - **Moving to another area**
 - **Your right to appeal**
 - **Sheltered Housing**
 - **Violence against women in the home**
 - **Swapping Homes with other tenants**
 - **Help for Homeless people**
 - by calling our Home Choice freephone hotline 0845 091 2248.
 - in your tenants handbook.
 - A summary of RBH's rehousing policy is available on request from any housing office.
- We will make application forms available to you from our property shop, our local housing offices, on line, by post or by ordering over the telephone. We will arrange to see you in your own home if you are unable to visit one of our offices and we will provide assistance in completing the housing application form, on request. Help is also available from the Equality Team who hold regular surgeries – please see our leaflet '**Housing Equality Team – How Can We Help?**'.
- We will discuss a variety of housing options with you.
- We will provide you with information about the property, the area and the tenancy.
- We will encourage you to view the property before accepting or refusing the final offer.
- We will provide accompanied viewings for all offers where possible.

- We will direct you to the appropriate agency where specialist advice is required (for example, Welfare Benefits).
- At the time of making an offer, we will provide accurate information to you as to which repairs will be carried out before the tenancy starts and which repairs will be carried out afterwards.
- We aim to input and process completed application forms within 10 working days.
- Where there is an urgent medical need to be rehoused, we aim to process these applications within a week of receipt.
- We aim to inform qualifying applicants of our decision within 10 working days. As an applicant you will be informed in writing of all decisions affecting their application including what priority you have been given.
- If you have urgent or special rehousing needs or you have had the same Rochdale Council tenancy for 20 years or more we will give your application priority status.
- We will advise you of your right to appeal against a rehousing decision.
- We will advertise available properties at our property shop, on our website and in our local housing offices.
- We will accept your enquiries about these homes via the property shop, by phone, by email or on the website.
- If no other applicant has expressed an interest in the property, you will be guaranteed first choice of whether you want the tenancy. If someone else is already interested in it you can join a list for that property. You will be added to the list in order of the date and time you expressed your interest in the property. You can only be guaranteed first choice of one property at any time, but you can join the list for up to 5 properties.

- If you state on your Housing Application form that you are interested in renting a property from a Housing Association, we aim to forward your details to the relevant Housing Association within 10 days of informing you that your application has been successful.
- We will write to you annually to ask if you still wish to remain on the housing list.

YOUR RESPONSIBILITIES

- It is your responsibility to provide true, accurate and full information on your housing application form.
- Priority applicants should reply to any written offers of accommodation within 5 working days.

HOW TO CONTACT US:

Rochdale Boroughwide Housing headquarters, The Old Post Office, The Esplanade, Rochdale OL16 1AE

Main Switchboard: 0845 070 5170

Home Choice Freephone Hotline: 0800 091 2248

Complaints: 0845 123 5628

LOCAL HOUSING OFFICES

ROCHDALE NORTH

Bellshill Housing Office,

13-15 Bellshill Crescent,
Rochdale OL16 2TT
Telephone: (01706) 867092

Opening hours: Mon & Fri

9am – 12.30pm &

1.30pm - 4.30pm,

Tues & Thurs 9am – 12.30pm,

Wednesday - closed

Freehold Housing Office,

271 Olney, Freehold,
Rochdale OL11 4LQ
Telephone: (01706) 864063

Opening hours: Monday to Friday

9am – 12pm & 2pm - 4.30pm

Lower Falinge Housing Office,

236 Newstead,
Lower Falinge,
Rochdale OL12 6RQ
Telephone: (01706) 642220

Opening hours: Monday to Friday

9am – 12pm & 2pm – 4.30pm

Rochdale Council Customer Service Centre:

Floor 2,
Municipal Offices, Smith Street,
Rochdale OL16 1LQ
Telephone: (01706) 647474

Opening hours: Monday to Friday

9am – 5pm.

Smallbridge Housing Office,

Smallbridge Library,
Stevenson Square, Smallbridge,
Rochdale OL12 9SA
Telephone: (01706) 712855

Opening hours: Monday to Friday

9am - 1pm & 2pm - 4.45pm

except Tuesday when closing time is 3.45pm and Wednesday when the office is closed

ROCHDALE SOUTH

Castleton Housing Office,

Castleton Community Centre,
Manchester Road, Castleton,
Rochdale. OL11 3AF
Telephone: (01706) 867610

Opening hours: Monday to Friday

9am – 4.45pm *except Tuesday*

when closing time is 3.45pm

Kirkholt & Balderstone Housing Office / Council Customer Service Centre:

46 The Strand, Kirkholt,
Rochdale OL12 2JG
Telephone: (01706) 867610

Opening hours: Monday to Friday

9am – 4.45pm *except Tuesday*

when closing time is 3.45pm

Newbold Housing Office,
Witley Road, Rochdale OL16 5HE
Telephone: (01706) 714460
Opening hours: Monday to Friday
9am – 4.45pm except on a
Tuesday when closing time is
3.45pm

MIDDLETON

Hollin Housing Office,
21-23 Nowell Road, Hollin,
Middleton M24 6FN
Telephone: (0161) 655 3922
Opening hours: Monday to Friday
9am – 4.45pm except on a
Tuesday when closing time is
3.45pm

**Middleton Housing Office /
Council Customer Service
Centre:** Council Offices
Sadler Street, Middleton,
Manchester M24 5UJ
Telephone: (01706) 867120
Opening hours: Monday to Friday
9am – 4.45pm except Tuesday
when closing time is 3.45pm

HEYWOOD

**Cedar Avenue Housing
Office,** 65/67 Cedar Avenue,
Heywood OL10 4TU
Telephone: (01706) 364124
Opening Times: Monday to Friday
9am – 12.30pm

**Heywood Housing Office /
Council Customer Service
Centre:** Hind Hill Centre,
Hind Hill Street,
Heywood OL16 1AH
Telephone: (01706) 867373
Opening hours: Monday to Friday
9am – 5pm except Tuesday when
closing time is 3.45pm

PENNINES

**Littleborough & Wardle
Housing Office / Council
Customer Service Centre:**
Council Offices, Harehill Park,
Littleborough OL15 9HF
Telephone: (01706) 378221
Opening hours: Monday to Friday
9am - 12.30pm &
1.30pm - 4.45pm except
Tuesday when closing time is
3.45pm

**Milnrow & Newhey Housing
Office / Council Customer
Service Centre:**
82 Dale Street,
Milnrow OL16 4HX
Telephone: (01706) 342559
Opening hours: Monday to Friday
9am - 12.30pm &
1.30pm - 4.45pm except
Tuesday when closing time is
3.45pm.

Rehousing

Please complete this questionnaire to help us check out the service you have received against the standards in this leaflet and make sure we live up to our promises.

Are we meeting the standards in this leaflet? YES / NO

If No, please explain:

.....
.....
.....
.....
.....
.....
.....
.....
.....

How can we improve this service?

.....
.....
.....
.....
.....
.....
.....
.....
.....

Please hand this completed questionnaire into any of our local housing offices or any Council customer service centre. Alternatively post to:
Business Reply Service Licence No R024, Rochdale Boroughwide Housing, Policy and Performance, PO Box 69, The Post Office, The Esplanade, Rochdale OL16 1BR (no stamp needed).