

Domestic Violence

Service Standard



We aim to

- 🔗 Offer a private interview with an Ashfield Homes employee. No appointment is necessary, although you may have to wait until an interview room is available, so that you can speak to someone in private.
- 🔗 Offer same sex employee to give advice and conduct interviews.
- 🔗 Keep everything you say confidential at all times.
- 🔗 Employees will support you in considering your options.
- 🔗 Offer fair treatment to all users in line with our Fair Play 4 All Policy regardless of age, gender, ethnicity, disability or sexual orientation.
- 🔗 Employees will put you in touch with other organisations including providing you with telephone numbers.
- 🔗 Applicants for housing who are experiencing Domestic Violence may be given priority.
- 🔗 Give advice on emergency accommodation.

We aim to provide general advice to service users who are experiencing domestic violence and signpost them to other organisations who can help.

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a Complaints Form. These are available from any of the offices listed below.

Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Tel No. 01623 608925

Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

Property Shops (Mon to Thur 9.00am to 5.00pm, Fri 9.00 am to 4.30pm)

Sutton in Ashfield

Telephone 01623 608 950

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Kirkby in Ashfield

Telephone 01623 608 932

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Hucknall

Telephone 0115 9568 713

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Visit our web site at www.ashfieldhomes.co.uk

IF YOU REQUIRE THIS DOCUMENT IN ANOTHER FORMAT,
FOR EXAMPLE ANOTHER LANGUAGE, AUDIO CD,
BRAILLE OR REQUIRE A MAGNIFYING SHEET TO MAKE
THE TEXT LARGER PLEASE CONTACT US ON

Tel - **01623 608888**