

Housing Advice

Service Standard



We aim to

- 🔑 Provide you with housing advice and inform you of your housing choices from any of our offices
- 🔑 Offer a private interview with a Housing Management Advisor to discuss your housing options (no appointment is necessary, however, you may have to wait until an interview room is available)
- 🔑 Provide information on your housing choices which is easy to understand and available in different formats
- 🔑 Keep everything you say confidential at all times
- 🔑 Offer fair treatment to all service users in line with our Equality and Diversity Policy, covering issues such as age, sex, race, disability and sexual orientation

We do

- 🔑 Subscribe to Language Line. This service is available to our customers whose first language is not English. We can provide an interpreter or translation service.
- 🔑 Provide you with information about other landlords in the area who offer housing and how you can contact them.

We aim to provide housing advice to all customers to enable them to maximise their housing opportunities 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

Getting Help

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

Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))

Sutton in Ashfield

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

Telephone 01623 608 950

Kirkby in Ashfield

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

Telephone 01623 608 932

Hucknall

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

Telephone 0115 9568 713

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

This leaflet is available in large print, Braille, audio and other languages.

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئەتوانریت بۆ زمانی کوردی ته‌رجومه بکړیت. تکایه داوای زانیاری زیاتر له ئەندامیکي ده‌سته‌ی فه‌رمانبه‌ران بکه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)