

# Supported Housing

## Service Standard



### What you can expect from us

- 🔑 We aim to offer a community alarm (intercom) system and visiting service to all Ashfield District Council tenants who have a health or disability problem, or support needs.
- 🔑 Our Support Centre provides a 24 hour monitoring and response service, and is fitted with the most up to date equipment necessary to ensure that all calls from our customers are received and handled as quickly as possible.
- 🔑 Where an equipment fault is reported to the Support Centre, we will respond to investigate the problem within two working days.
- 🔑 We will carry out a full assessment of tenants receiving our service at least once per year, set up a Support Plan, and come to an agreement on how often we will visit you.
- 🔑 We will carry out a review of your situation every three months, though you can request a review of your Support Plan at any time.
- 🔑 Our service will be responsive to your changing needs.
- 🔑 We will work in partnership with Social Services, Primary Care Trusts, Health Services, and the Voluntary Sector to help provide effective services for our tenants in their own homes, and with the Supporting People Partnership in Nottinghamshire, which provides the funding for housing related support services.
- 🔑 We will act as an advocate on your behalf, assisting you to receive care and home support services, and to maximise your welfare benefit entitlement.
- 🔑 We aim to promote the dignity, independence, security, confidentiality, choices, rights, privacy, equal opportunities and well being of our customers.
- 🔑 We will respond to requests from tenants for small scale adaptations to properties, such as grab rails and handles, extra stair rails, and half steps within 4 weeks.
- 🔑 If you have a more severe mobility problem, we will help you contact the Occupational Therapist Section of Social Services to arrange for a full assessment.
- 🔑 We will work with tenants and users of sheltered schemes and community centres to ensure that they are well maintained and pleasant places in which to live, and that all equipment is checked and maintained on a regular basis.
- 🔑 We will monitor the contractors who carry out the cleaning of buildings, window cleaning, refuse collection, maintenance of lifts and laundry equipment, and grounds maintenance, to ensure that they provide the service we expect.
- 🔑 We will work with Ashfield District Council to support Social Committee's at sheltered schemes and community centres.



## 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 one of the Housing Offices (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 608888**

## Getting Help

Speak to the Housing Officer who is managing your neighbourhood. They can be found at:

### **District Housing Offices**

**[(Mon to Fri 8.30am to 5.00pm)(Close 4.30pm on Friday)]**

#### **Kirkby in Ashfield**

Council Offices, Urban Road,  
Kirkby in Ashfield, Notts. NG17 8DA

**Telephone 01623 457266**

#### **Sutton in Ashfield**

Council Offices, Fox Street,  
Sutton in Ashfield, Notts. NG17 1BD

**Telephone 01623 457012**

#### **Hucknall**

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

**Telephone 0115 9568720**

Visit our web site at [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk)

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

هەر زانیاریهک ده‌بارهی ئاشفیلد هۆمس که به زمانی ئینگلیزی نوسراوه ئەتوانریت بۆ زمانی کوردی ته‌رجومه بکړیت. تکایه داوای زانیاری زیاتر له ئەندامیکی 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)

અંત્રેજીમાં લખેલ એશફીલ્ડ હોમસની 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)