

Epping Forest District Council

HOUSING CHARTER

In the provision of housing services^(*), the Council will:

- Treat you courteously, politely and with respect - in person and on the telephone (and will expect the same in return)
- ***Treat you fairly and in accordance with your needs and wishes***
(This is a proposed additional commitment – to comply with the Telecare Service Association’s accreditation requirements)
- Investigate complaints thoroughly and respond wherever possible within 10 working days or send you an acknowledgement and then respond to you fully as soon as possible
- Explain and give advice promptly on any housing matters you do not understand
- Consult you on matters that significantly affect you
- Seek to provide high standards of service to you
- Take into account your needs and the needs of others when considering individual housing cases, and the effect decisions will have.
- Keep you informed of housing issues
- Manage the use of your rent payments prudently
- Make provision for any special needs you may have when communicating with you
- Treat you equally, irrespective of your ~~sex, race, colour, nationality, religion or~~ disability, **gender, faith, belief, age or sexual orientation** and comply with the Equality and Human Rights Commission’s Race Relations Code of Practice Related to Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment
(The proposed wording reflects the client groups set out in the Equalities Bill 2009)

(*) Housing services are provided, in the main, to:

- Council Tenants
- Leaseholders
- Housing applicants
- Homeless applicants
- Private tenants and owner-occupiers