



Orkney Islands Council

Housing Management Charter

Orkney Islands Council provides a comprehensive housing service for our tenants and prospective tenants.

Do you need advice or help on applying for a Council house?

- If you are interested in applying for a Council house we can provide advice and assistance which is tailored to your circumstances.
- We can help with filling out the form and can guide you through the process.
- We have a range of leaflets which give detailed information on various aspects of our service.
- Where required we can provide information in different languages or formats including large print, audio format and Braille.

Have you been offered a Council house and need further advice?

- Again we can provide further information and can refer you to other agencies who may be able to assist with getting furnishings and other items you may need.
- We can make referrals to our Housing Benefit Section or to Job Centre Plus who will provide guidance on whether you can get help with your rent.
- We can provide information on the property itself, the area which surrounds it and related services.
- We have a range of information leaflets designed to help with different aspects of the service.

Are you a Council tenant who needs help to sustain your tenancy?

- If you are a Council tenant who needs some help to sustain your tenancy we can assist in various different ways. This may include advice if you are having financial difficulties. We can assist you in applying for Housing Benefit or by making a referral to assist you to apply for Universal Credit for instance. You may require help from another agency for instance debt counselling or advice on reducing your heating costs.
- Your household may have changed since you were originally allocated your house and you may need advice or assistance with moving to a property which is more suitable to your needs. We may be able to help with adaptations to the property or through our removal grant scheme. There are a range of options available which we can advise you on.

- Perhaps you need some support to help you manage your home.
- We have a range of information leaflets covering any issue which may arise.
- We have fully trained staff who are here to provide advice and assistance.
- We can also make referrals to access Housing Support Services or to other agencies who may be able to help.

What you can expect from us

- We will listen to everything you tell us carefully.
- We will treat you with respect.
- We will treat your concerns with understanding.
- We will be sensitive about anything personal you have to tell us.
- We will make sure that we deal with you as we have promised in this Charter.
- We will check regularly that the terms of the Charter are being carried out.

What we expect from you

- Our staff should also be treated with respect.
- Our staff should be able to do their jobs free from the threat or risk of violence of abuse. Threatening or abusive behaviour will not be tolerated.

Contact

Orkney Islands Council Housing Management Section

- Council Offices, School Place, Kirkwall, Orkney, KW15 1NY.
- Telephone: 01856873535.
- Office Opening Hours: Monday to Friday, 09:00 to 17:00.

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