



# Orkney Islands Council

## Housing Advice Service Client Charter

Orkney Islands Council provides a comprehensive housing advice service.

### Do you need advice on your housing situation?

- If you have a problem with housing, we can help by giving specific, tailored advice. In some cases, if you wish us to, we can liaise with your landlord on your behalf. In other cases, we can refer you to another agency who can help. We will always give you advice which is relevant to your situation.
- Perhaps you have been asked to leave by your landlord or served with a Notice to Quit. Alternatively, you may be facing losing your home as a result of mortgage or rent arrears. Or you may be living in a property you feel is in poor condition. We will try and help you to find a solution which prevents you from losing your home where we can. Alternatively, we will help you find a suitable solution and try to prevent you becoming homeless.
- We also provide advice on the housing options available in Orkney, including private rentals, Council/Housing Association tenancies, purchasing a property and the various low cost home ownership options such as shared ownership.
- Wherever possible, the same Housing Advice Officer will deal with your case from start to finish (except when the officer is ill or on holiday). You will always know the name of the person dealing with your case and how to get in touch with them.
- We will let you know whenever there is a development in your case.
- We will make sure that you are told of your legal rights and given information about where else to go for independent advice and help with your case.

### Interviews

- You can bring a friend or a relative along to your interviews.
- You can be interviewed at our offices or if you prefer at another location such as at home.
- If you have particular needs, we can arrange for you to get help and advice from the right people in other areas of the Council and from other organisations.

### 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 or abuse. Threatening or abusive behaviour will not be tolerated.

## **Information**

- You may be interested in our information leaflets covering a range of different aspects of housing advice including private sector tenancies.
- This information is available, on request, in a range of formats such as audio format, Braille or large print. It can also be made available in other languages on request.

## **Contact Details**

Address: Orkney Islands Council Housing Advice Service, Council Offices, School Place, Kirkwall, Orkney, KW15 1NY.

Telephone: 01856873535.

Office Opening Hours: Monday to Friday, 09:00 to 17:00.

