

Customer First

Housing Advice



These are the **service standards** we aim to achieve during 2007/08

If you	We will
are immediately homeless	make an appointment to see you the same working day; or the next working day if you are homeless in an emergency overnight
are likely to become homeless in the near future	make an appointment for you to see a housing advisor within 10 working days
apply to be placed on the Housing Register	register your application within 10 working days
tell us of any change in your circumstances which may affect your entry on the Housing Register	change our records within 5 working days