



Service Pledge

for council tenants and leaseholders

Council tenants and leaseholders are at the heart of our services. We aim to treat you fairly and ensure that our services meet your needs and provide value for money.



Brighton & Hove
City Council

We will meet the national standards that all council landlords are required to meet. In addition, we've worked with residents to develop local pledges for our services that meet your priorities. This leaflet is a summary of the pledges and a detailed pledge for each service is also available.

We will:

- **be easy to reach**
- **be clear and treat you with respect**
- **listen and act to get things done**

Getting involved

We will:

- provide a wide range of opportunities for you to be involved in what we do and how we do it
- involve you in setting our standards and making sure we meet them

Looking after your home

We will:

- complete home improvement works to the Brighton & Hove Standard
- keep you informed of when work will be carried out and deliver it to agreed timescales
- make sure that all empty homes meet the locally agreed standard before they are let to new tenants

Looking after your neighbourhood

We will:

- make sure common areas and estates are cleaned and looked after
- carry out estate inspections with residents three times a year
- provide a budget for improvements to blocks and estates that residents can decide how to spend

Dealing with anti-social behaviour

We will:

- not tolerate acts of anti-social behaviour
- take all reports of anti-social behaviour seriously, take action and keep you informed
- offer support to vulnerable people and those experiencing anti-social behaviour

Managing your tenancy

We will:

- provide information and support to new tenants to help them settle into their home
- help tenants to understand and comply with their tenancy agreement, and enforce it when necessary
- as well as other routine visits, we will visit tenants in their homes at least once every three years to make sure that everything is okay

Living in sheltered housing

We will:

- provide each resident with a personalised support plan, co-ordinated with other services, to organise their appropriate care and support
- call each resident personally between 8.30am and 12 noon (Monday to Friday) and the most vulnerable also at weekends to check they are okay
- provide at least one social activity per week to residents who want them

Paying your rent

We will:

- offer a range of ways for you to pay rent and other charges 24 hours a day, seven days a week
- provide an advice service for people with payment difficulties from 8.30am to 6.30pm Monday to Thursday and from 9am to 5pm on Friday
- process Housing Benefit claims for new tenants quickly

Council leaseholders

We will:

- offer a range of payment options to make it easier for you to pay leaseholder charges
- ensure that service charge bills are sent in good time and clearly explain the charges
- carry out regular satisfaction surveys of all leaseholders to listen and respond to your feedback

Garages and car parking

We will:

- allocate car parking spaces and garages fairly and have a priority waiting list for the most vulnerable
- visit all sites to make sure they are clear of rubbish, safe and in good working order
- make sure that people who rent car parking spaces have access to them, and take enforcement action when necessary



Making sure we keep these pledges

We will measure our performance against these pledges and report back to you so you can see that we are meeting our commitments, for example how we have dealt with anti-social behaviour and how quickly we complete different types of repairs. We will also feed back the findings from regular customer satisfaction surveys and resident 'mystery shopping' exercises.

We promise to share this information with you by:

- reporting on performance in our annual report to tenants and leaseholders
- articles in Homing-in magazine
- regular reports to Housing Management Consultative Committee and resident groups
- including performance information in the housing pages of the council's website

Putting things right

Letting us know what we are doing well or when something goes wrong helps us improve our services. Should we fail to meet any of these service pledges please let us know so we can apologise and do all that we can to put things right.

If you are still not happy you can make a complaint to the council by completing our online complaint form at www.brighton-hove.gov.uk, phoning Freephone 0500 291229 or writing to Standards & Complaints, Brighton & Hove City Council, Kings House, Grand Avenue, Hove, BN3 2LS.

These service pledges have been developed with residents and will be reviewed and updated regularly. Detailed pledges for each service area are available on the council's website at www.brighton-hove.gov.uk/hm-service-pledges or by contacting the service directly.

“We aim to treat you fairly and ensure that our services meet your needs and provide value for money.”

Translation? Tick this box and take to any council office.

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻譯? 請在這方格內加剔, 並送回任何市議會的辦事處。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin

Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biura samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish

other (please state)

This can also be made available in large print, Braille, or on CD or audio tape

