

## A promise to all our customers; we will

- ◆ Advise you on the grants available:-

**Disabled Facilities Grant** to adapt your home if you are disabled

**Decent Homes Grant** to renovate your home

**Warm Front 'Top-up' Grant** to help you with your contribution to the government's Warm Front Scheme

**Landlord's Repair Grant** for repairs, conversion or fire prevention works to a vacant property

**Common Parts Assistance Grant** for repairs and fire prevention works to a building containing flats

- ◆ Advise you how the grant legislation affects you
- ◆ Deal with you in a friendly and polite manner and as sensitively and effectively as possible, ensuring that you understand the process and help, support and guide you throughout the grant process
- ◆ Visit you at home to
  - help with your application if you are unable to attend the Council Offices (eg. due to ill health)
  - advise you if your home meets the Government's Decent Homes Standard

*Our staff will introduce themselves to you before entering your home, and will have ID with them*
- ◆ Assess your application as quickly as possible and give you a decision on
  - whether you qualify
  - the works we can help you with
  - the grant amount we will pay

- ◆ Provide an 'Agency Service' to arrange and supervise the works on your behalf
- ◆ Meet agreed target dates for each stage of the grant process
- ◆ Aim to meet the Government's Decent Homes Standard in all properties where a grant is given, and target resources at those most vulnerable

## How to contact us

### By telephone

You may ring us on (01909) 533161

### Our standards

- ◆ Direct dial numbers will be answered within three rings
- ◆ Staff will give their name and department when they answer the telephone
- ◆ Messages will be replied to within three working days

### By letter

You can write to us at

Housing Grants Section, West House, Hundred Acre Lane, Carlton Forest, Worksop, Notts. S81 0TS

### Our standards

- ◆ Your letter will be acknowledged within five working days
- ◆ If the subject is complex we will keep you informed of the progress and give you a full reply within 15 working days
- ◆ Our reply will be helpful, informative and set out in plain English
- ◆ Our letters will give the name and telephone number of the person dealing with your enquiry
- ◆ Our letters will be provided in Braille, larger text or a different language if requested

### By E-Mail

You can email us at [housing.grants@bassetlaw.gov.uk](mailto:housing.grants@bassetlaw.gov.uk)

### Our standards

- ◆ Your e-mail will be replied to within five working days
- ◆ Our e-mail reply will be helpful, informative and set out in plain English
- ◆ Our e-mail reply will give the name and telephone number of the person dealing with your enquiry

### In person

As our facilities at Carlton Forest are limited, please contact us to make arrangements before you visit us (the meeting room is not always available for us to receive you).

Alternatively, we can arrange to meet you by appointment at one of the Council's One-Stop shops located in

- Queen's Buildings, Worksop
- 17b The Square, Retford
- Harworth Area Office

- ◆ A Loop System and a Minicom service are available if you are hearing impaired. Also some staff are trained in British Sign Language
- ◆ Access is suitable for wheelchairs and pushchairs
- ◆ Public toilets and baby changing facilities are available
- ◆ An interpreter service is available if translation to another language is needed

### Our standards

- ◆ Our staff will introduce themselves
- ◆ You will be offered use of a private interview room to speak to us in confidence

If you need any help communicating with us or understanding any of our documents, we can arrange for a copy of this leaflet in large print or arrange for a Language Line interpreter or translator to help you. Please contact us on tel: 01909 533161

## Mandarin

如果您在与我们沟通或理解我们的任何文件时需要帮助，我们可安排“语言热线”（Language Line 公司）的翻译人员或笔译人员来帮助您。请拨打这个电话 - 01909 533161 与我们联系，说明您使用的语言和电话号码。

## Polish

Jeśli potrzebujesz pomocy w komunikowaniu się z nami lub w zrozumieniu naszych dokumentów, możemy do pomocy udostępnić tłumacza Language Line. Proszę się z nami skontaktować pod numerem telefonu - 01909 533161 podając język rozmowy i numer telefonu.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਜਾਂ ਸਾਡੇ ਕਿਸੇ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੇ ਲਈ ਅਸੀਂ ਇੱਕ ਲੈਂਗਵੇਜ਼ ਸ਼ਾਈਨ ਇੰਟਰਪੀਟਰ (ਦੁਬਾਰੀਏ) ਜਾਂ ਟ੍ਰਾਂਸਲੇਟਰ (ਅਨੁਵਾਦਕ) ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 01909 533161 ਉੱਪਰ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਦੱਸੋ।

## Urdu

اگر آپ کو ہمارے ساتھ بات کرنے میں یا ہمارے کسی دستاویز کو سمجھنے میں مدد کی ضرورت ہے تو ہم آپ کی مدد کے لئے لنگویج لائن کے ایک انٹریپرٹیر (مترجم) یا ڈاکٹر ذمہ دار کا مرکز کو منگوانے میں مدد کر سکتے ہیں۔  
برائے مہربانی ہم 01909 533161 پر رابطہ کر کے اپنی زبان اور اپنا ٹیلیفون نمبر بتائیں۔

## Complaints

We take all complaints very seriously. By doing so, we are learning how to provide you with a better service in the future

If you want to make a complaint you may do so in writing, in person, over the telephone, by e-mail or using our website [www.bassetlaw.gov.uk](http://www.bassetlaw.gov.uk)

Full details of the Council's complaints procedure are available from the Worksop, Retford and Harworth Offices

## Your views count

Bassetlaw District Council is committed to high quality services and excellent customer care. To help us ensure that we are delivering, we need to know what you think of our services. We will:-

- ◆ Undertake regular customer consultation
- ◆ Encourage customer feed back

## Other services

Bassetlaw District Council provides a wide range of services. If you are not sure which service to contact please telephone our main reception on tel: 01909 533533, call in at any Council office, or write to one of the following address.

Bassetlaw District Council  
Queen's Buildings, Potter Street, Worksop,  
Notts. S80 2AH  
tel: 01909 533533/Minicom: 01909 533214

Bassetlaw District Council  
17b The Square, Retford, Notts. DN22 6DB  
tel: 01777 706741/Minicom: 01909 713820

Bassetlaw District Council  
Harworth Area Office, Scrooby Road, Harworth,  
Nr Doncaster, Yorks. DN11 8JP  
tel: 01302 743935  
(THIS OFFICE IS CLOSED BETWEEN 1:00PM  
AND 2:00PM)

# Housing Grants Service