

A GUIDE TO MAKING A SERVICE REQUEST TO PRIVATE SECTOR HOUSING

FACT SHEET

Service Requests

Requests for assistance can be made in person at our Housing Plus reception at the Gateway on Sankey Street, Warrington, by letter, telephone, or email (contact details on page 3).

All requests are logged on our computer system and an officer is allocated to deal with your request.

Our aim is to visit the property which is the subject of the complaint within 5 working days, unless it is categorised as urgent, when we aim to visit within one working day.

Before making a visit, we would normally make an appointment via telephone so that we can arrange a mutually convenient time. Where we are unable to contact you to make an appointment, we may call out between 9 am and 5 pm Monday to Friday if we are in the area (leaving a contact card if you are not in); alternatively, we may write to you, suggesting an appointment time.

Having visited your property and investigated the issue(s) you have raised, we will explain whether we need to contact your landlord and if so, what we will be asking them to do. We will confirm these details in writing as soon as possible after the visit and we will also contact your landlord (if relevant) by phone or in writing (depending on

the urgency / seriousness of the problem). At the time of the initial visit, you will be given a contact card for the officer dealing with your request.

Unless the problems encountered at your property are very serious or very urgent, we will always try and resolve them informally with your landlord, or other person responsible. Formal action, such as serving legal notices requiring works to be carried out may be taken when informal action fails to achieve the desired result.

We will try to keep service users informed of progress with their service request at not less than monthly intervals. Some statutory actions to resolve conditions take a long time, so all service requests will be reviewed after 3 months if still unresolved.

When we are satisfied that the issue(s) have been resolved, we will close the file and advise you accordingly.

Confidentiality

Our staff are sensitive to the confidentiality of information which you provide and always respect the privacy of those who use our service.

We always encourage our service users to give their names and addresses and will not normally release these details.

Anonymous complaints are difficult for us to process but will be investigated where we believe there is an obvious risk to health and safety and / or the complainant is legitimately frightened of retribution.

How do I register my service request?

You can register your service request by contacting:

Private Sector Housing

[housingplus](#)

the GATEWAY

85 -101 Sankey Street

Warrington WA1 1SR

 **01925 248482/246868**

privatesector@warrington.gov.uk

Or visit our reception at:

[housingplus](#)

the Gateway

Springfield Street entrance

Warrington

We are continuously reviewing and improving targets we set to make sure they are both challenging and reflect service users' requirements. Please let us know if you consider that our service could be improved.

Complaints

If you are not happy with the way your request has been handled, please contact:

Mrs J Higson

Principal Private Sector Housing Officer

[housingplus](#)

The Gateway

85 - 101 Sankey Street

Warrington

WA1 1SR

 **01925 248482**

Email: jhigson@warrington.gov.uk