



CUSTOMER SERVICE STANDARDS CHOICE BASED LETTINGS

We will:

- Treat you fairly, with respect and according to your needs
- Provide equality of opportunity for all customers, regardless of any 'protected characteristics' as detailed in the Equality Act 2010
- On request, provide assistance in making an application to the Compass scheme and in bidding for properties
- Register your application within 5 working days from the date of receipt
- Contact you or your advocate within 10 working days to tell you what information you must provide if you have not supplied it with your application. We will contact you using your preferred method, e.g. by letter, e-mail or telephone
- Activate your application within 28 days, providing you have sent all the required information and you are eligible to apply
- Confirm your registration via letter or email within 2 working days of your application being activated
- Return telephone calls, reply to letters and e-mail enquiries according to the corporate standards of the individual partner organisations (see overleaf for contact details)
- Manage all requests for reviews, appeals and complaints according to the corporate standards for the individual partner organisations (see overleaf for contact details)
- Actively seek the views of customers to improve the Compass service and will publish our findings

We ask you to:

- Complete all sections of the application
- Provide us with the information we have requested promptly to enable us to process your application quickly and efficiently
- Keep us informed about any changes in your circumstances that could affect your band and eligibility for properties
- Inform us at the earliest opportunity if you are unable to keep an appointment
- Tell us if you need any support in accessing the scheme and in bidding for properties
- Tell us immediately if you are unhappy with the service you have received so we can try and put things right
- Tell us if you are pleased with the service you have received so we can encourage good practice across the partnership
- Treat our staff with courtesy and respect

Contact details of the partner organisations within the Compass scheme

Darlington Borough Council

**Town Hall
Feethams
Darlington
DL1 5QT**

T: 01325 405333
e: housing@darlington.gov.uk
w: www.darlington.gov.uk

Hartlepool Borough Council

**Housing Services
Civic Centre Level 2
Victoria Road
Hartlepool
TS24 8AY**

T: 01429 523336
e: housingservices@hartlepool.gov.uk
k
w: www.hartlepool.gov.uk

Middlesbrough Borough Council

**Town Hall
PO Box 99A
Middlesbrough
TS1 2QQ**

T: 01642 245432
e: enquiries_cbl@middlesbrough.gov.uk
w: www.middlesbrough.gov.uk

Redcar & Cleveland Borough Council

**Housing Advice &
Information Service
Belmont House
Rectory Lane
Guisborough
TS14 7FD**

T: 01287 612444
e;
housing_clientservices@redcar-cleveland.gov.uk
w: www.redcar-cleveland.gov.uk

Stockton-on-Tees Borough Council

**Housing Options
16 Church Road
Stockton-on-Tees
TS18 1TX**

T: 01642 528389
F: 01642 526669
e: housing.options@stockton.gov.uk
w: www.stockton.gov.uk

Coast & Country

**14 Ennis Square
Dormanstown
Redcar
TS10 5JR**

T: 01642 836088/836018
e: compass_enquiries@cchousing.org.uk
w: www.coastandcountryhousing.org.uk

Thirteen

**Rivers House
63 North Ormesby Road
Middlesbrough
TS4 2AF**

T: 0300 1111 000
e: customerservices@thirteengroup.co.uk
w: www.thirteengroup.co.uk

Home Group

**Halifax House
Falcon Court
Preston Fam Business Park
Stockton-on-Tees
TS18 3TS**

T: 0345 141 4663
w: www.homegroup.org.uk

North Star

**Endeavour House
St Marks Court
Thornaby
Stockton-on-Tees
TS17 6QN**

T: 0300 011 0011
e: customer.services@northstarhg.co.uk
w: www.northstarhg.co.uk