

OPEN DOOR PROJECT **CUSTOMER CHARTER**

What is the Open Door Project?

The Open Door Project is a service for people who are homeless or in housing need. We may be able to help if you:

- Are homeless or at risk of homelessness
- Have a housing need or problem
- Are an asylum seeker supported by the Council
- Are in need of adaptations to help you to live independently in your own home
- Need support to help you to manage a tenancy
- Need support with choice based lettings or finding accommodation

Our promise to you

This leaflet tells you what you can expect from our service. It also gives information about how to contact us and how to make a complaint if you are unhappy with any part of our service.

If you visit our premises:

- ✓ A member of staff will speak to you within 3 minutes of entering reception
- ✓ Our staff will wear identity badges and greet you with a welcoming smile
- ✓ We will make sure that our staff are well trained and competent to deal with your enquiry
- ✓ You will be given information about how your case will be dealt with within 20 minutes of entering the building

If we provide you with a service:

- ✓ We will assess your needs within 28 days (This does not apply to statutory homeless assessments which can take longer)
- ✓ We will always treat you, your family members and your home with respect and courtesy
- ✓ We will treat your personal details with care and not share them with anyone else without your permission
- ✓ We will consider your individual cultural and communication needs and provide information in a form that you can understand

- ✓ We will provide information about our services in different formats, for example leaflets, posters and on our website
- ✓ If you want to make a complaint about any aspect of our service we will provide you with information about how to make your complaint. If you need help to make the complaint we will make sure this is provided

If you telephone us:

- ✓ We will answer your call within 5 rings during office opening hours
- ✓ We will answer courteously, giving the name of the service, the name of the member of staff and a greeting. For example, "Good morning, this is the Open Door Project, Maria speaking, how can I help you?"
- ✓ Outside office opening hours we will provide a recorded message on our main numbers, telling you how to get in touch with us in an emergency. (See how to contact us for details)

If you write to us:

- ✓ We will answer your letter within 10 working days. If we cannot fully answer your enquiry within 10 days we will explain why the response may take longer and send a regular update every 10 working days
- ✓ When we write to you we will use plain language and we will consider your individual communication and language needs

If you are homeless:

- ✓ We will make a decision about whether there is a duty to accommodate you and we will tell you our decision on the same day
- ✓ If we decide that there is a duty to accommodate you, suitable temporary accommodation will be offered on the same day
- ✓ If you do not agree with our decision you can ask for a review

If we provide you with accommodation:

- ✓ We will make sure that it is clean, safe and fit for purpose
- ✓ Provide information about the property and the local area and make sure that you can use the heating, electrical equipment and any other facilities provided
- ✓ Provide information about how to report repairs including emergency repairs
- ✓ Give you a contact name and telephone number and information about how to contact us outside office hours or in an emergency

- ✓ If we provide you with furniture, equipment or other items we will make sure that anything we provide is safe, clean and fit for purpose

If we provide you with support:

- ✓ We will assess your support needs with you. If we decide to offer you support we will draw up a support plan in consultation with you
- ✓ We will review your support needs with you at least once every year
- ✓ If your case is referred to the Housing Needs Panel we will let you know the outcome within 7 days of the date of the Panel meeting

What we expect from you:

- We ask you to treat our staff and other customers with courtesy and respect
- We ask you not to smoke or bring alcoholic drinks or illegal substances onto our premises

If we visit you at home:

- We ask you not to smoke or be under the influence of alcohol or illegal substances during the visit
- Please restrain any pets or keep them in another room during the visit
- Please do not lock the door after we have entered your home

We understand that people using our services may be in stressful situations and we take this into account but we will not accept verbal abuse, violence or threats towards our staff under any circumstances

How to Contact Us

You can contact us by post, telephone, fax, email or by visiting our reception. You will also find a link to contact us on Wakefield Council's web page www.wakefield.gov.uk/housing

Write to us at:- The Open Door Project, Queens House, Queens Row,
Market Street, Wakefield, WF1 1DF

You will find our reception at:- Queens House, Queens Row, Queens Street,
Wakefield, WF1 1JU.

Our opening and office times are:-
Monday – Wednesday 8:30am – 5:00pm
Thursday – 10:00am – 5:00pm
Friday – 8:30am – 4:30pm.

Please note that the homeless unit closes 1 hour earlier for visitors than the above times.

Homeless Unit

Duty lines:

Telephone:- 01924 304362 / 01924 304360

Fax:- 01924 304557

Email:- homelessunit@wakefield.gov.uk

An out of hours service, for emergencies only, is available by telephoning Social Care Direct on 0845 8 503 503 or by visiting a police station.

Accommodation Team

Telephone:- 01924 304367

Fax:- 01924 304368

Supported Housing Team

Telephone:- 01924 304364

Fax:- 01924 304559

Adaptations Assessment Team

Telephone:-01924 304550

Fax:- 01924 304544

Email:- adaptationsteam@wakefield.gov.uk

Asylum Seekers Team

Duty line telephone:– 01924 304388

Fax:– 01924 304393

Email:- asylumseekers-socialcare@wakefield.gov.uk