



Housing Service Vision and Customer Charter

Hinckley & Bosworth
Borough Council



A place of opportunity

As the Head of Housing I am committed to ensuring that your home is safe and well maintained, and a place to call home.

As a service we recognise that providing safe and secure housing is vital for the health and wellbeing of our tenants. That's why we've created a new Tenants' Charter.

It outlines how we'll improve our services to keep you safe, provide a secure home, and strengthen our community.

Your views are important to us. We've developed this Charter by listening to what matters most to you.

We believe that fostering open communication is key to ensuring that all of our tenants enjoy a positive and effective relationship with us.

Maddy Shellard

Head of Housing and Environmental Services



The **Housing Service's vision** is to provide a high-quality housing service that meets the needs of our tenants.



We are committed to:

Delivering a proactive and effective service

Working to ensure that residents have access to good quality housing and accommodation

Supporting our tenants to live independently and thrive

Provide a service that is accessible and inclusive

Promoting social inclusion and community cohesion

Investing in our staff and resources to ensure that our services remain fit for purpose.

The objective of this charter aligns with our corporate objectives;

People: Help people to stay healthy, happy and active and continue to provide initiatives that support children and young people, older people and our vulnerable residents

Customer Charter





We will work with our tenants to understand their needs and to develop housing services that meet those needs.

We will work with our tenants to help resolve problems they may have without judgement and with an open mind.



We will proactively work with tenants to empower and involve them in their housing service.

We are committed to providing residents with a voice in the development and delivery of services.

We will do this by:

- Regularly engaging with tenants to gather feedback on their needs and priorities, as well as their experiences accessing our services
- We will look at feedback and communicate changes made to services as a result
- Creating opportunities for residents to join in with decision-making processes, such as through advisory boards, scrutiny and focus groups
- Communicating regularly with residents about how we are performing, our services, and policies

We will also provide our customers with the following information and services:

- Advice about their tenancy
- Help with housing repairs and maintenance
- Advice on housing costs
- Advice with housing emergencies
- Help with anti-social behaviour
- Information about our performance

Contact Us

Hinckley and Bosworth Council Housing Service

Hinckley Hub • Rugby Road • Hinckley • LE10 0FR

www.hinckley-bosworth.gov.uk

Report a repair

[hinckleybosworth.gov.uk/
housingrepairs](http://hinckleybosworth.gov.uk/housingrepairs)

Pay your rent

[hinckleybosworth.gov.uk/
payrent](http://hinckleybosworth.gov.uk/payrent)

Help with finances or welfare support

[hinckleybosworth.gov.uk/
financialhelp](http://hinckleybosworth.gov.uk/financialhelp)

Report anti-social behaviour

[hinckleybosworth.gov.uk/
antisocialbehaviour](http://hinckleybosworth.gov.uk/antisocialbehaviour)

Tenant Involvement

[hinckleybosworth.gov.uk/
tenantinvolvement](http://hinckleybosworth.gov.uk/tenantinvolvement)

Complaints and Compliments

[hinckleybosworth.gov.uk/
complaintsandcompliments](http://hinckleybosworth.gov.uk/complaintsandcompliments)