

Home Owners Charter



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We confirm our commitment to the principles contained in this first review of the Home Owner's Charter.

Elaine Zwirlein



*Director of
Housing*

Alex Hall



*D.A.C.H.O.
Chair*

Cllr. Kevin Keenan



*Leader of the
Administration*

Baillie George Regan



*Convener of
Housing*

13th November 2008

This Charter, between Dundee City Council (DCC) and Dundee Association of Council House Owners (DACHO), sets out mutually agreed standards for service delivery and input into the direction of the Council's housing service as it relates to owners of ex-council houses. It also sets out individual owner's responsibilities to be good neighbours.

HOME OWNERS' CHARTER

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DEFINITIONS

To make the Charter easier to read. 'We' are Dundee City Council and 'You' are owners or tenants of ex-council homes.

SERVICE DELIVERY

We are committed to providing you with quality services, delivered fairly, courteously and responsibly by well informed employees who take care in what they do.

We accept that people who use our services have a right to be treated with respect and dignity and will always do our best to deliver a high quality service.

We will:

- Be fair, responsible and courteous in the delivery of quality services.
- Be professional and have well informed employees who take pride in what they do.
- Be positive and provide services which meet your requirements.
- Specify what we will provide and inform you what you can expect to receive.
- Do our best to get things right first time and enable you to tell us if we fail.
- Respond efficiently to your complaints and use customer feedback to ensure continuous improvement.

- Recognise that owners are key stakeholders in neighbourhoods throughout the City and ensure they have the opportunity to play a full part in sustaining the neighbourhoods they live in.
- Be sensitive and discreet and maintain a professional manner at all times.
- Respect your privacy at all times.
- Achieve value for money at all times.

WORKING WITH DACHO

We will:

- Meet with DACHO regularly to discuss strategic issues. The Convener of Housing will be invited to meetings every quarter.
- Formally review the Charter every two years with DACHO unless mutually agreed otherwise.
- Jointly agree priority action items for inclusion in the Housing Service Plan and identify any likely impact on owners in the City.
- Hold operational meetings to progress priorities agreed in the Housing Service Plan.
- Develop an owners' manual that will be issued to all new owners who purchase from the Council.
- Give 3 years' notice before we carry out major improvements or repairs, followed by detailed information about the work.
- Carry out customer satisfaction surveys on major projects and share results with DACHO. We will agree action plans arising from the findings.
- Meet the standards set out in the Housing Services Standards, and ensure staff are aware that these standards apply equally to tenants and owners.
- Agree 10 days' notice prior to meetings unless mutually agreed otherwise.

PLANNED MAJOR IMPROVEMENTS AND REPAIRS

When we carry out planned major improvements and repairs

We will:

- Give you 3 years' notice before we carry out major improvements or repairs, followed by detailed information about the work.
- Give you dates that we expect major projects to start at least 2 weeks before work begins.
- Give you dates when work will start to your home.
- Give you a guide to the amount of work that will take place including the level of disruption expected.
- Give you the name of a contact person in the Housing Department.
- Give you an emergency contact number for use outwith office hours.
- Advise you of any major Housing works that are programmed in the area where you live.
- Give you, on request and where available, guarantees for work carried out where transferable.
- Ensure all works are carried out and completed to the highest standard.
- Respect your privacy and take all necessary steps to ensure the security of your home and a safe working environment whilst works are going on.

When we suggest improvements

We will make sure that:

- Opportunities for the improvement of mutually owned property are discussed with owners e.g. controlled entry where grant funding may be available.
- We explore the possibility of contributing to owners' initiatives in blocks where they live e.g. controlled entry installation

Major Regeneration

We recognise that owners are:

- Key stakeholders in neighbourhoods throughout the City and have an opportunity to play a full part in sustaining the neighbourhoods they live in. This includes involvement in major regeneration projects which may affect owners as well as tenants.

RECHARGING FOR MUTUAL WORKS

- Estimates of work to be carried out will be sent to all owners affected at least two weeks prior to work starting.
- If estimates increase by more than £100 or 10% (whichever is the lesser) then owners will be informed.
- Completion letters will be sent to all owners as projects complete but before billing.
- Invoices for major works carried out will include an explanation in plain English.
- The Private Sector Services Unit provides advice and information on help and assistance available for repairs and/or improvements.
- We are currently looking into different ways of charging for mutual works which may change the details of this section, and lead to more certainty on costs for owners. We will discuss any planned changes fully with DACHO.

INFORMATION TO OWNERS

The Council will provide full and clear information on its housing services relating to owners and how the best use can be made of these services.

Written enquiries

Information will be available to individual owners and will comply with the following conditions:

- When an owner or owners' group writes to the Housing Department a full reply will be given within ten working days.
- If the information is not readily available an explanation, and a likely date for a full reply, will be given within five working days.
- All letters will name the person who is dealing with the enquiry.
- All written information to owners and owners' groups will be in clear everyday language. This will include standard letters and replies to any enquiries.
- The need for translation into another language or format will be identified and acted upon.

Personal enquiries

Meeting individual owners:

- Personal enquiries will be dealt with by reception staff at the time of enquiry, or we will offer to arrange an interview with an appropriate member of staff.
- When necessary, Housing staff will visit owner occupiers at home. If an owner is out a card will be left giving the reason for the call, the name of the member of staff and details of how to contact them.
- If an owner cannot be in at the time of an agreed visit, they will inform the Housing Department if possible as will a member of staff if they cannot attend at the agreed time.

WHAT WE EXPECT FROM OWNERS

Dundee City Council has a Good Neighbour Charter that all new tenants are asked to sign. We expect owners and/or their tenants to be good neighbours.

As a good neighbour you are:

- Expected to show consideration for your neighbours and not to cause a nuisance to them, their guests or Council staff.
- Responsible for the behaviour of your visitors.
- Expected to take your turn to keep any shared areas (such as

- staircases, entrances, gardens and drying areas) clean and tidy.
- Expected to keep pets under control and have the required permission to keep them.
 - Expected not to use your home for business purposes, without permission.
 - Expected to only park vehicles in appropriate areas, not on drying greens, gardens or common ground.

If you have problems with your neighbours that you cannot resolve yourself you can get help and advice from the Council's Antisocial Behaviour Team. Freephone Advice Line: 0800 169 3845.

COMPLAINTS

If you are not happy with the service you have received or the way you have been treated, we want to know. This lets us to put things right and learn lessons to improve our service and try to make sure the same thing doesn't happen again.

You can pick up a leaflet 'How to make a Complaint' from any Housing Office. You can also get information online at www.dundee.gov.uk.

CONTACT DETAILS

If you need further information about this charter or DACHO, please contact:

Housing Investment Unit

1 Shore Terrace
Dundee DD1 3AH
Tel: 434848

Private Sector Services Unit

Floor 6, City House,
Overgate Centre,
Dundee DD1 1UH
Tel: 435408/435423
www.dundee.gov.uk/housing

**We can provide this information in large print
or in another format that meets your needs.**

Chinese	欲知詳情，請致電：01382 431563
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 431563
Urdu	مزید معلومات کے لئے برائے مہربانی 01382 431563 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 431563
Other formats	For more information please phone 01382 434503.

