



# Home-Link

your choice • your home

## **CAMBRIDGE CITY COUNCIL Customer Service Standards**

**The choice based lettings team will aim to:**

- Provide a professional service from experienced and trained staff
- Treat all applicants fairly and with respect
- Have a duty officer on call to assist applicants during office hours
- Assist applicants in using the Home-Link scheme
- Verify applications within 28 working days of receipt of all required information.
- Send a welcome letter and the scheme user guide within 3 working days of an application being verified.
- Assess an applicant's medical priority within 28 days of receipt of a completed medical form.
- Send a personalised free sheet to vulnerable applicants who are unable to access the scheme any other way at the beginning of each bidding cycle
- Determine reviews of decisions within 28 days of the request
- Manage all complaints within the corporate standard
- Maintain the Home-Link window display in the customer service centre to a high standard