



# COUNCIL OF THE ISLES OF SCILLY

Town Hall, St Mary's, Isles of Scilly, TR21 0LW

☎01720 424440

✉[housing@scilly.gov.uk](mailto:housing@scilly.gov.uk)

## Service Standards: Housing 2024 -2025

### Social Housing Complaints and General Contact

Housing staff will aim to return your contact within 48hrs of receipt however, at times this is not possible. Contact will always be returned to you within 10 working days.

You will receive an automated email acknowledging your email and with further contact and service standard information from the [housing@scilly.gov.uk](mailto:housing@scilly.gov.uk) inbox.

If an "out of office" message is received upon email please resend your email to [housing@scilly.gov.uk](mailto:housing@scilly.gov.uk)

### Application to join the Social Housing Register

Housing Staff will aim to return your contact within 15 working days of receipt. This will include correspondence to indicate your eligibility to join the register, and if eligible a letter to indicate the number of points that your application has been awarded. If required, a visit to your current residence will follow within 14 days.

### Presentation as Homeless

If you present as Homeless to Housing a member of the Housing team will aim to assist you within 12 hours of your presentation as homeless. You may be required to discuss your housing need either in a face to face interview or in a telephone interview to ascertain a greater understanding of your situation to assess whether a Homelessness 'Duty' is owed to you.

### Tenant Reporting of Repairs and Maintenance

Repairs and Maintenance requests can be reported through various channels including:

Directly to Housing via email, telephone, or face to face.

Through the One Stop Shop at the Library or Sports Hall.

When reporting a repair please provide as much detail as possible to enable us to assess which contract service is best able to respond to your needs.

### Emergency "Out of Hours" Reports.

If you wish to report an urgent out of hours housing issue. Please contact 0300 1234 105. This will direct you through to the duty phone holder for the Council.

...working for a strong, sustainable and dynamic island community