

Statement of Aim

The Residential Environmental Health Service aims to improve private rented housing that does not meet the minimum legal standard.

We will achieve this aim by:

- investigating complaints from tenants about poor housing conditions
- licensing Houses in Multiple Occupation (HMOs) of three or more storeys occupied by five or more people
- inspecting HMOs on a 'worst first' basis
- offering grants to landlords in accordance with published criteria
- offering advice to landlords on their legal responsibilities with respect to the health and safety of their tenants
- working in partnership with owners and where necessary through enforcement action

- keep you informed of the progress of your enquiry by staying in regular contact
- where a house in multiple occupation (HMO) is licensable, send you a draft HMO licence within eight weeks of receiving a full application

When we visit your home or the house you let we will:

- make an appointment wherever possible
- show you our council identification
- clearly explain what we have come to do
- let you know what follow up action you can expect

When you contact us for advice and assistance we will:

- direct you to the most appropriate person and if they are not available, pass your details to them
- tell you whether we are able to deal with your request. If we are not able to help you we will explain why. If possible we will advise you on where you can obtain the assistance you need
- in cases where we are able to deal with your concern, ensure that within five working days, you know the name of the officer who will be dealing with your enquiry
- in cases where you have contacted us by letter, email or fax, give you a full reply within ten working days



If the conditions are found to be sub-standard we will:

- confirm advice/requirements in writing within ten working days
- invite you to arrange a meeting to discuss the works required where appropriate
- inform you of any grant aid available
- check plans and specifications of works to advise whether they meet the legally required standards
- state clearly which works are legal requirements and what is good practice
- state clearly any action required by you with time limits
- serve formal notices where there is a legal duty to do so

Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- welcome comments about the Service

Help us to help you

- please be honest with us, and try to give us all the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- please respond to customer survey forms that we send

Contact

Tel: 020 7527 3083

Fax: 020 7527 3097

Email: residential.envh@islington.gov.uk

Web: www.islington.gov.uk

**Private Rented Housing Service
Public Protection Division
Islington Council
222 Upper Street
London N1 1XR**

Any complaints or comments about the service should in the first instance be made to the Service Manager using the above address.

Islington Council has signed up to good enforcement principles as set down by the Government's Enforcement Concordat. Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.

