

Your guide to Service Standards

Housing and Planning Directorate 2008

Introduction

Salford City Council's Housing and Planning Directorate is committed to ensuring high quality housing and planning services are delivered across the City.

To ensure we achieve this and continue to deliver improving services, the directorate has produced an initial set of standards known as Customer Service Standards.

This brochure has been designed to inform our customers of these initial standards that we have set ourselves when delivering our most front facing services which will be reviewed on an annual basis with the involvement of our customers

The information in this brochure will help to ensure:-

- our customers are clear about what standard of service they can expect to receive from our directorate,
- we can develop and continue to improve our services based on customer needs and expectations,

Work is currently underway to develop standards for all of the services we deliver which will be published over a rolling programme throughout the following year.

If you have any comments about these standards or feel that we are not meeting them, you can contact us through the details provided at the end of each standard.

إذا احتجت للمساعدة في فهم هذه النشرة , برجاء الاتصال بفريق المساواة في مجلس سالفورد,
هاتف رقم 0161 922 8710

এই পুস্তিকাটি বোঝার জন্য যদি আপনার সাহায্যের প্রয়োজন হয় তাহলে সেলফোর্টে কাউন্সিলের ইকুয়ালিটি টিমের সঙ্গে যোগাযোগ করুন টেলিফোন নম্বর 0161 922 8710

如果您有關於本宣傳頁的任何問題,請聯繫 Salford 理事會的 Equalities 團隊,電話號碼為
0161 922 8710

જો આ લીફ્લેટ સમજવા માટે તમને મદદની જરૂર હોય, કૃપા કરી ઇકુવાલિટીજ ટીમ સર્વોર્ડ કાઉન્સિલનો
ટેલિફોન નમ્બર 0161 922 8710 પર સંપર્ક કરો

اگر آپ کو اس لیف لیٹ کے سمجھنے میں مدد کی ضرورت ہو تو براہ کرم اکیولٹیٹی ٹیم کو سالفورڈ کونسل سے اس ٹیلی فون نمبر 0161 922 8710 پر رابطہ
تاکر کر سکتے ہیں

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿਚ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਲਫੋਰਡ
ਕੌਂਸਲ (Salford council) ਵਿਚ ਇਕੁਅੈਲਿਟੀ ਟੀਮ (Equalities Team) ਨਾਲ ਫੋਨ ਨੰਬਰ

0161 922 8710

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1.0 Salford City Council Customer Charter

When you visit us, our customer charter will ensure:

	Standard	Target	Monitoring	Reported
1.1	We greet you politely and deal promptly with your enquiry.	Customers wait no longer than 2 minutes after arrival to be greeted. Customer's detailed enquiry managed within 15 minutes of arrival.	Mystery shopping survey. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,
1.2	Our staff wear a uniform (on reception) and a name badge so that they can easily be identified.	80% staff wear name badges / I.D. tags. 100% of staff on reception wear a uniform.	Mystery shopping survey. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,
1.3	All areas are clearly signposted, well maintained, clean and tidy with clearly displayed opening hours and a range of leaflets and information on display.	All areas clearly signposted, well maintained, clean and tidy. All opening times displayed. Appropriate range of current leaflets and information on display.	Mystery shopping survey. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,
1.4	There is information on display that tells you who the managers are so that you can contact them if you wish.	Up to date information on display.	Mystery shopping survey. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,

When you visit us, our customer charter will ensure:

	Standard	Target	Monitoring	Reported
1.5	All areas are accessible by customers,	All receptions and access areas are DDA compliant.	Mystery shopping survey. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,
1.6	Our staff are polite, professional and courteous.	Less than 5% complaints received relating to staff treatment of customers.	Mystery Shopping. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,
1.7	Access to an interpretation service if English is not your first language.	Adverts in all offices and on literature. Interpretation always offered where appropriate.	Mystery Shopping. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,
1.8	We communicate to you in Plain English using terms that are clear and easy to understand.	All communication will be in Plain English.	Mystery Shopping, Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,
1.9	Provision of facilities for customers with hearing difficulties, leaflets/ information in large print format, Braille and tapes on request. We will also make arrangements for a signer on request.	All receptions and access areas are DDA compliant. All communication provided in an appropriate format on request	Mystery Shopping. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member,

When you visit us, our customer charter will ensure:

	Standard	Target	Monitoring	Reported
1.10	A private interview room if you need to discuss a sensitive or confidential issue is provided.	Private interview room always available and offered where appropriate	Mystery Shopping. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.11	Feedback on service improvements that we have made is given on a regular basis.	Regular feedback to customers via suitable media.	Business Development Team	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member

When you telephone us, our customer charter will ensure:

1.12	Our staff tell you their name.	100% calls answered by staff telling customer their name	Mystery Shopping	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.13	We deal with your enquiry at the first point of contact where possible.	50% of enquiries concluded at first point of contact.	Mystery Shopping	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.14	We answer all calls quickly and politely.	Respond to 70% of calls within 30 seconds	Electronic telephone monitoring Mystery Shopping	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member

When you telephone us our customer charter will ensure:

	Standard	Target	Monitoring	Reported
1.15	We provide you access to an interpretation service if English is not your first language.	Interpretation always offered where appropriate.	Mystery shopping, Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.16	We communicate with you in plain English using terms that are clear and easy to understand.	All communication will be in Plain English.	Customer Satisfaction, Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.17	If we need to re-contact you, we will arrange this at a suitable time with you.	90% of re-contacts occur to agreed time.	Customer Satisfaction. Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member

When you write to us, our customer charter will ensure:

	Standard	Target	Monitoring	Reported
1.18	We reply in writing to your letters promptly.	Reply within 10 working days	Mystery shopping Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.19	We reply in writing to your faxes promptly.	Reply within 10 working days	Mystery shopping Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.20	We respond to your e-mails promptly.	Reply within 1 working day	Mystery shopping Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
1.21	We will communicate with you in Plain English, using terms that are clear and easy to understand.	All communication will be in Plain English.	Mystery shopping Complaints Monitoring.	Customer outlet Directorate newsletters, Team Meetings, Directorate Leadership team, Lead Member
Contact Details		Business Development Team Alison Woodhouse 0161 922 8745/8742		

2.0 Housing & Planning Directorate Core Service Standards

Housing and Planning Core Standards supplement the corporate standards and apply to all Housing and Planning services.

	Standard	Target	Monitor	Report
2.1	Information relating to the services of Housing and Planning is up to date, accessible, concise and in Plain English including a choice of contact methods and up to date/easy to use application forms where appropriate.	All communication will be in Plain English. A choice of contact methods is provided. Application forms are easy to use.	Housing & Planning web pages to be monitored on a 3 month rolling programme by the Business Development Team.	Customer outlet Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
2.2	Our standards are regularly reviewed in consultation with service users and stakeholders.	Annual review of service standards	Business Development Team to co-ordinate and monitor	As above
2.3	Ensure all customers receive the same consistently high standards of customer services whenever they come into contact with us.	Less than 5% complaints received relating to staff treatment of customers	Complaints monitoring	As above
Contact Details		Housing & Planning Business Development Team 0161 922 8745/8742		

3.0 Home Improvement Agency Service Standards

Our Home Improvement Agency Service Standards will ensure:

	Standard	Target	Monitor	Report
3.1	We visit you within 12 weeks of your initial enquiry for advice or assistance.	80% of visits carried out within 12 weeks	Quarterly data collection	Supporting People, Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.2	Our staff are trained to deliver our services.	All staff are trained or have personal development plans in place		Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.3	Our staff carry formal ID when they visit you at home.	All staff identify themselves 100% staff have I.D. tags.		Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.4	We provide you with clear and accessible information about our service.	100% customers receive an information pack		Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.5	We refer you to suitable service providers where appropriate.	Confirm our referral in writing within 5 working days	Customer	Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.6	Work is complete within 32 weeks of the initial visit for works under the value of £1000.	80% of jobs completed within 32 weeks	Quarterly data collection	Supporting People Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.7	Work is complete within 48 weeks of the initial visit for works over the value of £1000.	80% of jobs completed within 48 weeks	Quarterly data collection	Supporting People Directorate newsletters Directorate Leadership team, Lead Member

Before work starts to your home, our Home Improvement Agency Service Standards will ensure:

	Standard	Target	Monitor	Report
3.8	We provide you with written confirmation of the outcome of our initial visit.	Confirmation provided within 7 working days for 80% of cases	Case Reviews Monthly data collection	Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.9	We complete a risk assessment and agree an options plan and schedule of works with you based on your needs.	Risk assessment is completed within 4 weeks of the initial visit.	Case Reviews Monthly data collection	Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.10	We provide you with a full explanation of key information to prepare you for the work to your home.	80% of customers receive full explanation at least 4 weeks prior to start date. Explanation to include: - start date - duration of work - preparations - contact details of project officer	Case files Customer	Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member

During the work to your home, our service standards will ensure:

3.11	Our staff discuss and help you with any of your questions, keeping you informed of all changes to the work schedule.	All changes are informed to customer	File tracking sheet	Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.12	The contractor on site follows strict Health & Safety (H & S) guidelines.	H & S checklist completed for all cases	Site visits by Project Officer, H & S checklist at tender stage	Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
3.13	The contractor keeps your home clean and tidy during and on completion of the work to your property.	80% customer satisfaction from satisfaction surveys	Customer	As above

When the work to your home is completed, our service standards will ensure:

	Standard	Target	Monitor	Report
3.14	We take care of any issues that may have happened, promptly and efficiently by working closely with the contractor.	Carry out a site visit on completion to all sites, maintain contact with customer.	Site visits by Project Officer, Customer	As above
3.15	Continuous improvement of our service based on feedback from our customers.	100% customers provided with satisfaction questionnaire on completion of work	Customer	As above
3.16	Customers are made aware of any service improvements in a suitable way.	Regular feedback to customers via suitable media.	Annual Report	As above
Contact information		Sandra Mardell Home Improvement Agency Tel:0161 793 2898		

4.0 Empty Property Service Standards

Our empty property service standards will ensure:

	Standard	Target	Monitor	Report
4.1	Each application for an Accommodation Certificate is assessed on an individual basis and a certificate is issued within 2 working days from submission of a successful application.	80% of certificates issued within 2 working days,	Case supervision and file checks.	Landlord Licensing team, Housing Market Support meetings, newsletters, Directorate Leadership team, Lead Member, Customer outlet
Contact Information		Market Support team Rob Turner Tel: 0161 793 2922		

5.0 Houses in multiple occupation service standards

Our service standards for houses in multiple occupation will ensure:

	Standard	Target	Monitor	Report
5.1	When we provide you with formal written advice it is in Plain English and includes a language panel advising you that a translation service is available.	All communication will be in Plain English & include a translation panel. Interpretation always offered where appropriate.	Case supervision File checks	Housing Market Support meetings, Directorate Leadership team, Lead Member, Customer outlet
5.2	We send written notification at least 5 working days before an inspection to interested parties to attend.	Notification provided at least 5 working days before for 80% of inspections.	Case supervision File checks	As above
5.3	Where immediate action is required, interested parties will be contacted in writing at least 5 working days prior to formal action.	Notification provided at least 5 working days prior to 80% of formal action	Case supervision File checks	As above
Contact Information		Houses in Multiple Occupation Team Martyn Stanney Tel: 0161 793 2947		

6.0 Housing inspection service standards

Our service standards for housing inspections will ensure:

	Standard	Target	Monitor	Report
6.1	When we provide you with formal written advice it is in Plain English and includes a language panel advising you that a translation service is available.	All communication will be in Plain English & include a translation panel. Interpretation always offered where appropriate.	Case supervision File checks	Housing Market Support meetings, Directorate Leadership team, Lead Member, Customer outlet
6.2	We send written notification at least 5 working days before an inspection to interested parties to attend.	Notification provided at least 5 working days before for 80% of inspections.	Case supervision File checks	As above
6.3	Where immediate action is required, interested parties will be contacted in writing at least 5 working days prior to formal action.	Notification provided at least 5 working days prior to 80% of formal action	Case supervision File checks	As above
Contact Information		Housing Standards Team Allan Sinclair Tel: 0161 793 3108		

7.0 Landlord accreditation service standards

Our Landlord Accreditation Service Standards will ensure:

	Standard	Target	Monitor	Report
7.1	We provide written confirmation of the outcome of your Property Assessment.	100% customers provided with	Case supervision File checks	Housing Market Support meetings, Directorate Leadership team, Lead Member, Customer outlet
7.2	We process applications for membership of the landlord accreditation scheme within 28 days of receipt of all required information.	80% of applications processed within 28 days	Case files, Database (FLARE)	As above
7.3	Carry out Housing Health and Safety Rating assessments and make recommendations as appropriate. Categorise property rating and award appropriate accreditation standard.	100% of all accredited properties	Case files Monitored monthly and reviewed, database (FLARE)	As above
7.4	Carry out inspection of properties referred for a rental bond within 48 hours of notification.	80% of referrals inspected within 48 hours	Record of referral and completed inspection by LAS officer, recorded on database	As above
7.5	Change of circumstances forms are processed within 5 working days of receipt.	80% of forms received processed within 5 working days	Record of receipt and completion, recorded on database	As above
Contact Information		Landlord Accreditation Team Caren Green Tel: 0161 793 2835		

8.0 Landlord licensing service standards

Our Landlord Licensing service standards will ensure:				
	Standard	Target	Monitor	Report
8.1	Each application is assessed on an individual basis and a license is issued within 25 working days from submission of a successful application.	80% of licences issued within 25 working days	Case supervision File checks	Housing Market Support meetings, Directorate Leadership team, Lead Member, Customer outlet
8.2	Confirmation in writing, within 5 working days, that we have received your licence application.	80% acknowledged within 5 working days	File checks, Database (FLARE)	As above
8.3	Customers are treated courteously and in a professional manner.	Less than 5% complaints received relating to staff treatment of customers	Formal and informal complaints process will be used to monitor standard of customer service	As above
Contact Information		Market Support Rob Turner Tel: 0161 793 2922		

9.0 Housing Connections Partnership – Specialist Housing Service

Our service standards for our specialist housing service will ensure:

	Standard	Target	Monitor	Report
9.1	We answer your telephone calls to the dedicated service number personally and not use an answer machine during normal working hours.	90% of calls received during normal working hours answered personally	Mystery shopping,	Adaptations Forum, Childrens Health & Social Care, Independent Living Panel, Directorate Leadership team, Lead Member, Customer outlet
9.2	You receive contact from the occupational therapist within 56 days of your initial enquiry.	Contact made within 56 days for 80% of enquiries received.	Monthly data provision and collation by Occupational Therapists	As above
9.3	You receive written confirmation from the Specialist Housing Team following our receipt of your referral from the occupational therapist.	80% confirmed within 5 working days	Monthly data collection	As above
9.4	We visit you within 28 days from the date on your confirmation letter	80% of visits made within 28 days	Monthly data collection	As above
9.5	We provide you with an information pack that tells you about the service and each stage of the process.	100% customers receive pack	File checks, Customer satisfaction surveys	As above

Our service standards for our specialist housing service will ensure:

	Standard	Target	Monitor	Report
9.6	We contact you monthly to give you a progress update.	100% of customers contacted monthly	Case files Customer satisfaction	Adaptations Forum, Childrens Health & Social Care, Independent Living Panel, Directorate Leadership team, Lead Member, Customer outlet
9.7	Customers receiving a disabled facilities grant under the value of £6000, will get grant approval within 4 months from the date we receive your occupational therapists recommendations	80% approved within 4 months	Case files	As above
9.8	Customers receiving a disabled facilities grant over the value of £6000, will get grant approval within 5 months from the date we receive your occupational therapists recommendations	80% approved within 5 months	Case files	As above
9.9	Our staff carry formal ID when they visit you at home.	All staff identify themselves 100% have I.D. tags.	Customer Satisfaction	As above

Before the work to your home starts, our service standards will ensure:

	Standard	Target	Monitor	Report
9.10	Our staff are trained to deliver our services.	All staff are trained or have personal development plans in place	Appraisal. Personal Development Plans, Annual team training analysis	Adaptations Forum, Childrens Health & Social Care, Independent Living Panel, Directorate Leadership team, Lead Member, Customer outlet
9.11	Our staff and contractors are aware of customer care in relation to customer and disability issues	Less than 5% complaints relating to awareness	Complaints monitoring	As above
9.12	We provide the name and phone number of your Customer Liaison Officer and contractor	100% customers provided with this information	Case files Customer satisfaction	As above
9.13	Contractors wear identity badges.	100% of contractors carry formal ID	Customer satisfaction surveys, Site visits	As above
9.14	Contractors and their agents treat you with respect and courtesy at all times and that they work to defined service standards in accordance with the Construction Health and Safety regulations (CHAS)	Less than 5% complaints received	Site visits Reports from CHAS Contact monitoring Complaints Monitoring	As above

Before the work to your home starts, our service standards will ensure:

	Standard	Target	Monitor	Report
9.15	Our customers receive confirmation of key scheme information.	80% of customers receive information at least 14 days or more before work starts	Case files Customer Satisfaction	Adaptations Forum, Childrens Health & Social Care, Independent Living Panel, Directorate Leadership team, Lead Member, Customer outlet
9.16	We provide you with a chemical toilet if the use of your normal toilet facilities are restricted due to the work.	100% of appropriate cases	Contract monitoring – Care First	As above
9.17	We give you choice when agreeing the start date of the work.	Less than 5% complaints received regarding start date	Complaints monitoring	As above

During the work to your home, our service standards will ensure:

9.18	Our staff discuss and help you with any of your questions, keeping you informed of all changes to the work schedule.	100% customers receive full explanation	Internal monitoring Complaints monitoring	As above
9.19	The contractor keeps your home clean and tidy during and on completion of the work to your property.	Less than 5% complaints received	Site visits, Complaints monitoring	As above

During the work to your home, our service standards will ensure:

	Standard	Target	Monitor	Report
9.20	We inform you fully of the extent of any additional work that may be required and any extended timescales.	100% customers receive full written explanation	Case files, Complaints monitoring	Adaptations Forum, Children's Health & Social Care, Independent Living Panel, Directorate Leadership team, Lead Member, Customer outlet
9.21	We review the policies, service standards and procedures with customer involvement every 12 months as a minimum.	Every 12 months	Internal monitoring	As above

When the work to your home is completed, our service standards will ensure:

	Standards	Target	Monitor	Report
9.22	All completed work is post inspected with the client to resolve any issues that may have happened,	100% of projects post inspected	Case files	As above
9.23	Customers sign off the work upon completion to show it is to their satisfaction before payment can be made to the contractor.	95% of payments made with customer approval.	Case files	As above
9.24	Continuous improvement of our service based on feedback from our customers.	100% customers provided with satisfaction questionnaire on completion of work	Customer Satisfaction Survey, After Care Visits	Adaptations Forum, Childrens Health & Social Care, Independent Living Panel, Directorate Leadership team, Lead Member, Customer outlet
Contact Information		Specialist Housing Services Carol Hall Tel: 0161 608 4560		

10.0 Housing Connections Partnership – Housing Advice and Support Service Standards

Our Housing Advice and Support service standards will ensure:				
	Standard	Target	Monitor	Report
10.1	Homelessness decisions are made within 33 working days of your homelessness application, in line with legislation, best practice and case law.	96% 07/08 97% 08/09 98% 09/10 As specified in PI Proforma No judicial reviews	Quarterly comparator action plans (caps report) Annual District Audit Proformas	As above, District Audit
10.2	Written confirmation is provided of the outcome of your Housing Advice / Homelessness interview.	All customers receive written confirmation	Case supervision and file checks	Directorate newsletters Team Meetings, Directorate Leadership team, Lead Member
10.4	Average waiting times are kept below ten minutes, if you have an appointment to see a Housing Advice Officer.	80% of appointments wait less than 10 minutes	Record Sheets	As above
10.5	Change of circumstance forms are processed within 20 days from receipt	80% of forms processed within 20 days	Case files	As above
Contact Information		Housing Advice & Support Team Jane Anderson Tel: 0161 922 8749		

Contact us

If you would like to comment on any of our standards or if you feel we have not achieved our standards, please contact the following members of staff within the Housing & Planning Directorate.

Service Standard	Service Manager	Telephone number
Customer Charter	Martin Vickers	0161 793 3407
Directorate core standards	Alison Woodhouse	0161 922 8744
Home Improvement Agency	Sandra Mardell	0161 793 2898
Empty Properties	Rob Turner	0161 793 2922
Houses in Multiple Occupation	Martyn Stanney	0161 793 2947
Housing Inspections	Allan Sinclair	0161 793 3108
Landlord Accreditation	Caren Green	0161 793 2835
Landlord Licensing	Rob Turner	0161 793 2922
Specialist Housing Services	Carol Hall	0161 608 4560
Housing Advice & Support	Jane Anderson	0161 922 8749

Civic Centre address - Civic Centre. Chorley Road, Swinton. M27 5BY

Directorate Address - Housing & Planning. Civic Centre. Chorley Road, Swinton. M27 5BY

HCP Specialist Housing Services address - Burrows House. Priestly Road. Wardley Industrial Estate. Worsley. M28 2LY

HCP Housing Advice & Support Services address - Crompton House. 100 Chorley Road. Swinton. M27 6ES