



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

ALLOTMENT GARDENS



CUSTOMER SERVICE EXCELLENCE

Web: www.charnwood.gov.uk/leisure/allotments.html

Tele: 01509 634704

Email: leisure@charnwood.gov.uk

We have eight allotment sites in Loughborough and residents can rent plots of varying sizes on these sites at very reasonable costs.

In addition to the standards in the customer charter you can also expect us to deliver the following:

When you:	We will:	Within: (Timescale)
Submit a completed application form (<i>available by using the contact details above to visit our website or contact us</i>):	Once an allotment becomes available you will be invited to inspect the vacant plot which if requested will be	Within 5 working days of a vacancy occurring Target 100%



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When you:	We will:	Within: (Timescale)
	rotovated free of charge. If you accept the terms and conditions we will send you an Allotment Agreement to sign together with an invoice for payment. (CS 195)	

We will strive to ensure our customers are satisfied with the services we provide.

WE WILL:	MEASURE
Provide a prompt Service	Satisfaction rating where customers rate us positively against this standard.
Ensure staff are fully trained and knowledgeable about our services.	Satisfaction rating where customers rate us positively against this standard.
Provide a friendly and efficient service to all customers.	Satisfaction rating where customers rate us positively against this standard.



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Provide useful & relevant information where appropriate.	Satisfaction rating where customers rate us positively against this standard.
Where possible and appropriate resolve the problem to your satisfaction.	Satisfaction rating where customers rate us positively against this standard.

If you wish to find out how the service is performing against it's targets this information is available on the website at

www.charnwood.gov.uk/CSS15

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

एच न्नाटकराजी वध-वध मकरलं वल्ल भलल मकरली ऐ। एल वामल वरन लली भलरवणनी वरवे एल नंघर 'डे व्हेन ववे (01509) 634560

