



# factsheet

## Environment Matters

### CUSTOMER SERVICE STANDARDS

## OFF STREET CAR PARKING

Web: [www.charnwood.gov.uk/streets/parking.html](http://www.charnwood.gov.uk/streets/parking.html)

Tel: 01509 634564

Email: [street.management@charnwood.gov.uk](mailto:street.management@charnwood.gov.uk)

The Street Management Team ensure that Off Street car park buildings and surfaces are adequately maintained and cleansed throughout the Borough. For rural car park facilities, monthly inspections are carried out to ensure they are adequately maintained. We work closely with our partners to reduce crime and anti social behaviour within the car parks.

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

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
Report a maintenance issue	Inspect the maintenance item and repair.	Minor faults within 7 working days (CS45)  Major faults within



## CUSTOMER SERVICE STANDARD – OFF STREET CAR PARKING

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
		28 working days (CS46)
Report an incident of serious anti-social behaviour	Report to the Community Safety Team (CS 47)	Within 1 working day
Report a ticket machine out of operation	Inspect and repair minor faults (CS 48) Inspect and repair major faults (CS 49)	1 working day  Within 10 working days (subject to the availability of parts)

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

<b>WE WILL:</b>	<b>MEASURE</b>
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.



## CUSTOMER SERVICE STANDARD – OFF STREET CAR PARKING

Provide useful and 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.

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

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (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.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

