



# factsheet

Environment Matters

## **CUSTOMER SERVICE STANDARDS**

### **ON 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 work in partnership with Leicestershire County Council – Highway Authority to enforce on street parking restrictions where there is a current Traffic Regulation Order (TRO) in place.

The principle objective of Civil Parking Enforcement is to:-

- Reduce Congestion, the use of fuel and harmful CO2 emissions
- Keep roads free from obstruction
- Ensure easier access for emergency vehicles
- Ensuring turnover of parking spaces – therefore making more spaces available to the public
- Through regular high visibility patrols create safer streets for pedestrians, driver and cyclists

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



## CUSTOMER SERVICE STANDARDS ON STREET PARKING

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
Report maintenance issues with on street lines or signage (CS207)	Complete a report to Leicestershire County Council for their attention	Within 1 working day
Report persistent parking on street parking problems (where there are signs, lines and TRO) (CS208)	Ensure that the Street Wardens patrol the area	Within 5 working days
Call for advice on parking (CS209)	Offer advice and guidance	Within 1 working day

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 STANDARDS ON STREET 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.

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/CSS16](http://www.charnwood.gov.uk/CSS16)

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.

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

