



factsheet

CUSTOMER SERVICE STANDARDS

ENVIRONMENTAL HEALTH

Web: www.charnwood.gov.uk/environment

www.charnwood.gov.uk/housing

Tel: Environmental protection 01509 634636

Commercial 01509 634628/634656

Email: env.health@charnwood.gov.uk

The Environmental Health service is responsible for enforcing the council's statutory functions regarding food hygiene, occupational safety and environmental protection.

Environmental Protection team provides services relating to nuisances from noise, dust, light, odour and insects, air pollution, land quality and enquiries relating to radon and asbestos.

Commercial team provides services relating to pest and dog control, animal licensing, food hygiene & safety, health & safety standards for commercial properties and businesses.



CUSTOMER SERVICE STANDARDS ENVIRONMENTAL HEALTH

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

Environmental protection

When you:	We will:	Within (Timescale):
Report an incident of noise or other pollution	Respond to you and inform you of what action we are able to take (CS 18)	Within 3 working days
Report noise nuisance from a continually ringing external alarm	Get the alarm disconnected or turned off if possible (CS19)	On the same working day
Make an enquiry regarding asbestos, radon* or land quality	Respond to you and offer any appropriate advice. (CS 20)	Within 5 working days

** Due to the nature of the local geology and its possible relevance to local house sales*

CUSTOMER SERVICE STANDARDS ENVIRONMENTAL HEALTH

Commercial team

When you:	We will:	Within (Timescale):
Request assistance with rats in a property	Arrange for a pest control officer to visit the property (CS 21)	Same day if requested before 9.30am or within 1 working day otherwise
Request assistance with cockroaches, bedbugs in a property	Arrange for a pest control officer to visit the property (CS 22)	Within 3 working day
Request assistance with mice or fleas in a property or rats outside	Arrange for a pest control officer to visit the property (CS 23)	Within 3 working days
Request assistance with wasps	Provide advice and arrange for a pest control officer to visit if necessary (CS 24)	Within 5 working days
Request advice on most pest control matters	Provide advice or send you a fact sheet (CS 25)	Within 3 working days
Inform us of a stray, lost or dangerous dog	Collect or deal with the dog (CS 26)	Same working day
Inform us of a	Respond to you and	Within 3 working days

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When you:	We will:	Within (Timescale):
dog fouling or general dog control issue	where necessary inspect the area and initiate appropriate action. (CS 27)	
Make an enquiry or request a service relating to food safety or health and safety	Respond to you and inform you of what action we are able to take. (CS 28)	Within 3 working days
Make an enquiry relating to businesses that should be registered, e.g. acupuncture, tattooing, ear & skin piercing establishments etc	Respond to you and offer the appropriate advice. (CS 29)	Within 3 working days

CUSTOMER SERVICE STANDARDS ENVIRONMENTAL HEALTH

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.
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.

CUSTOMER SERVICE STANDARDS ENVIRONMENTAL HEALTH

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