



factsheet

Prosperity Matters

CUSTOMER SERVICE STANDARDS

HOUSING AND COUNCIL TAX BENEFITS

Web: www.charnwood.gov.uk/benefits/benefits.html

Tel: 01509 634844

Email: benefits@charnwood.gov.uk

If you are on a low income, you may be entitled to receive benefit payments to help you pay your rent and council tax. Our aim is to make claiming your benefit as quick and easy as possible.

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

When you:	We will:	Within: (Timescale)
Make a new application for benefit or inform us of a change of circumstance to	Make a decision on your entitlement and advise you of that decision (NI 181)	13.5 working days



CUSTOMER SERVICE STANDARDS HOUSING & COUNCIL TAX BENEFITS

When you:	We will:	Within: (Timescale)
an existing claim		

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

