



# factsheet

## CUSTOMER SERVICE STANDARDS

### HOUSING GRANTS

Web: <http://www.charnwood.gov.uk/pages/grants>

Tel: 01509 634651

Email: [private.housing@charnwood.gov.uk](mailto:private.housing@charnwood.gov.uk)

We give grant assistance to private homeowners and private tenants to help them with the cost of essential work (like roof repairs or providing heating and insulation to eligible households – *details can be obtained by using the contact details above to visit our website or contact us*) and also taking regulatory action in the case of privately rented properties.

We give grant assistance for:

- Disabled Facilities Grants
- Renovation / Decent Homes Grants
- Home Repairs Assistance Grants
- Warmfront Hardship Grants
- Home Safety Grants



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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>
Send us a Preliminary Test of Resources regarding your personal and financial information. This is a means tested service.	Respond to you (CS 38)	Within 10 working days
Request a Schedule of Works (a list of items that require repair or adaptation)	Send you the information (CS 39)	Within 10 working days of the inspection or where appropriate, from the date of suitable plans being received
Make an valid application for grant assistance and supply us with all the required information	Write and advise you of our decision (CS 40)	Within 6 months of receipt of the complete application



## CUSTOMER SERVICE STANDARDS HOUSING GRANTS

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 ਫੋਨ ਕਰੋ (01509) 634560

