



factsheet

CUSTOMER SERVICE STANDARDS

LOTTERIES; STREET COLLECTIONS; AND HOUSE TO HOUSE COLLECTIONS LICENSES

Web: www.charnwoodbusiness.com/licensing.html

Tel: 01509 634623

Email: licensing@charnwood.gov.uk

The Licensing team authorises small lotteries (e.g. sweepstakes, draws, etc) for societies who wish to raise money for mainly charitable, sports and cultural activities. Licences are issued for the calendar year and require payment of a fee. Information regarding current fees applicable can be obtained by using the contact details provided above to log on to our website or contact us.

Societies or other charitable organisations wishing to carry out street or house to house collections must obtain a permit from the Council. Street collections are subject to restrictions on the number taking place at any one time.



CUSTOMER SERVICE STANDARDS LOTTERIES & STREET COLLECTIONS

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

If you wish to find out how the service is performing against its targets this information is available on the website at www.charnwood.gov.uk/CSS12

When you:	We will:	Within: (Timescale)
Submit a fully complete application for a registration for a lottery	Issue the registration (CS 15)	Within 4 working days
Submit a fully complete application for a street or house to house collection	Issue the permit or acknowledge the application (CS 16)	Within 4 working days

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.

टिच त्पठकराती रध-रध सरलर टिच भिल सरती टे। टिच त्पमिल करत लटी भिठरघाठी करके टिच नंघर 'डे ड्रेठ करे (01509) 634560

