



# factsheet

## CUSTOMER SERVICE STANDARDS

### PRIVATE SECTOR HOUSING

Web: [www.charnwood.gov.uk/privatehousing](http://www.charnwood.gov.uk/privatehousing)

Tel: 01509 634651

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

The Private Sector Housing team seeks to ensure that the Borough's private housing stock is up to standard.

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>
Contact us regarding blocked commercial or domestic drains	Establish whether the problem relates to public or private drain or sewer and subject to findings, initiate appropriate action where necessary (CS 30)	Within 1 working day



## CUSTOMER SERVICE STANDARDS PRIVATE SECTOR HOUSING

<b>When you:</b>	<b>We will:</b>	<b>Within (Timescale):</b>
Contact us regarding conditions of caravan / mobile home sites; Travellers/ Gypsies	Respond to you and where necessary inspect the property / site. Initiate appropriate action. (CS 31)	Within 3 working days
Houses that are filthy or verminous;	Respond to you and where necessary inspect the property / site. Initiate appropriate action . (CS 32)	Within 3 working days
Contact us regarding conditions of Overcrowding;	Respond to you and where necessary inspect the property / site. Initiate appropriate action . (CS 33)	Within 3 working days
Contact us regarding conditions of Houses in Multiple Occupation (HMO's)	Respond to you and where necessary inspect the property / site. Initiate appropriate action. (CS 34)	Within 3 working days

## CUSTOMER SERVICE STANDARDS PRIVATE SECTOR HOUSING

<b>When you:</b>	<b>We will:</b>	<b>Within (Timescale):</b>
Make an application for and HMO Licence and supply us with all the required information and licence fee, where appropriate	Process complete and valid application forms, and issue the licence where appropriate, following an assessment of the property and the proposed licence holder. (CS 35)	Within 3 months

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 PRIVATE SECTOR HOUSING

WE WILL:	MEASURE
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.

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。

आ भाषिती जूही जूही पद्धतिओमां उपलब्ध छे, ते भेणववा भाटे कृपा करी आ नंभर पर क्षेन करो (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

