



factsheet

CUSTOMER SERVICE STANDARDS

PROPERTY SERVICES

Web: www.charnwoodbusiness.com

Tel: 01509

Email: property.services@charnwood.gov.uk

Property Services is responsible for maintaining the Council’s buildings; dealing with the Council’s industrial estates and lettings; minimising the Council’s carbon footprint; planning the Council’s future land and property requirements; and assisting local community groups to secure property assets.

When you:	We will:	Within: (Timescale)
Submit a request to purchase land from the Council or vary an existing covenant or agreement	Report your request to the next meeting of the Asset Management Team and inform you of their decision. (CS 215)	Within 6 weeks of receipt



CUSTOMER SERVICE STANDARDS ANIMAL LICENSING

Submit an applications to buy a Council house	Provide you with a formal valuation (CS 216)	Within 12 weeks of receipt
Submit a request to rent a commercial property from the Council	Prepare a lease agreement (CS 217)	Within 4 weeks of receipt

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 ANIMAL LICENSING

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

