

factsheet

Housing and Health

CUSTOMER SERVICE STANDARDS

TENANCY SERVICE



Web: www.charnwood.gov.uk/housing/tenancyconditions.html
Tel: 01509 634567
Email: housing@charnwood.gov.uk

It is our aim to ensure that all neighbourhoods where we manage housing are pleasant enjoyable places to live and the services we provide to tenants are of as high a standard as possible.

In addition to the standards in Charnwood Borough Council’s customer charter you can also expect us to deliver the following:

When You:	We will:	Within: (timescale)
Report offensive Graffiti	Remove it	24 hours
Complain or comment about your estate	Reply	10 working days of receipt
Report an abandoned property	Respond	24 hours



TENANCY SERVICE

When You:	We will:	Within: (timescale)
Apply to carry out improvements to your home	Provide a decision	28 working days
Apply to undertake a mutual exchange	Provide a decision	42 working days
Apply to succeed or assign a tenancy	Provide a decision	28 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。

आ माहिती जुदी जुदी पद्धतिओमां उपलब्ध छे, ते भेणववा माटे कृपा करी आ नंबर पर फोन 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 ਢੰਗਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ (01509) 634560

