www.charnwood.gov.uk/factsheets

Charnwood

factsheet

People Matter

CUSTOMER SERVICE STANDARDS

WATERCOURSES AND FLOODING

Web: www.charnwood.gov.uk/environment/landdrainageandflooding.html
Tel: 01509 634684
Email: land.drainage@charnwood.gov.uk

Our main responsibility is to limit and control damage from flooding of ordinary watercourses by making sure land drainage systems perform satisfactorily. Management of main rivers (e.g. River Soar, River Wreake) is the responsibility of the Environment Agency (tel. 08708 506 506). Foul and surface water sewer networks are the responsibility of Severn Trent Water Limited (tel. 0800 783 4444) who are responsible for all public sewers in the area. Property owners can be responsible for drainage systems serving their property.

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

When you:	We will:	Within: (Timescale)
Inform us about a watercourse blockage	Carry out an initial investigation and take appropriate action, where the Council is responsible. (CS 84)	2 working days
Report flooding from a watercourse	Provide an initial response and take appropriate action. (CS 85)	24 hours

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 &	Satisfaction rating where customers rate

CUSTOMER SERVICE STANDARDS WATERCOURSES AND FLOODING

WE WILL:	MEASURE
relevant information where appropriate.	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.

If you wish to find out how the service is performing against it's targets this information is available on the website at www.charnwood.gov.uk/CSS6

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 ਵਖ-ਵਖ ਸ਼ਕਲਾਂ ਵਿਚ ਮਿਲ ਸਕਦੀ ਏ। ਇਹ ਹਾਸਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560