

Private Housing – Workload Prioritisation Scheme

Customer Service Standards

- Telephone calls will be answered and e-mails checked between 8.30am and 5pm Monday to Thursday and between 8.30am and 4.30pm on Friday.
- Customers will be called back by the duty officer (where appropriate) within 1 working day. This will normally be the same day unless a call is received in the late afternoon.
- Emergency cases in private rented accommodation will be inspected within 1 working day of the customer's first contact and the landlord will be contacted within the same time frame.
- Emergency cases in owner occupied accommodation will be inspected within 1 working day of the customer's first contact.
- In high priority cases in private rented accommodation, the customer will be contacted by a named case officer within 10 working days of the customer's first contact. The property will be inspected within 20 working days of the customer's first contact.
- In other priority cases in private rented accommodation, a letter will be sent to the landlord within 5 working days to advise of the defects reported. The customer will be contacted by a named case officer within 14 weeks of their first contact and the property will be inspected within 16 weeks of the customer's first contact.
- Non priority cases will not receive a visit. However, advice, guidance, referrals and signposting will be provided in order to assist customers.
- Owner occupiers enquiring about financial assistance to improve their homes will be sent an enquiry pack within 5 working days of their first contact (where assistance is available).
- We will tell all customers in private rented accommodation the priority rating of their case within 5 working days of their first contact. Owner occupiers enquiring about financial assistance will be advised within 5 working days of receipt of their completed enquiry form (where assistance is available)
- The Council's Corporate Customer Care Standards will be adhered to.
- We will always call customers back if required, to reduce their phone bill.
- We will always ask for the best way to contact customers, (e.g. by phone, e-mail, etc) and for preferred times.
- We will send information, advice, etc, by e-mail wherever possible, or provide advice on where information can be found on the Council's website. Details will be sent by post where e-mail addresses are not available.