

How you can help us

- Please be polite to us
- Please provide all the information we asked for. If you have any problems getting the information, let us know and we will try to find a solution.
- Please read all the information we send you
- Please keep to your appointment
- Please be patient. There are times when we are very busy, **for example Monday mornings:-**



At Gedling Borough Council we are committed to our corporate objectives of providing a service, which is

Healthy, green, safe and clean.

These objectives are central to all the services we provide, and include our commitment to:

- Improve Community Safety
- Develop facilities, activities and a safe environment for children and young people
- Improve the Borough's appearance.

Targets

To ensure that 100% of council-owned homes reach the Decent Homes standard by 2010.



Contacting us

If you would like any further information please phone the numbers listed below:

Repairs and Housing Maintenance
0115 901 3680

Housing Management e.g. estate issues, allocations, anti social behaviour problems **0115 901 3652**

Call into **GEDLING STOP** at the Civic Centre, Arnot Hill Park, Arnold, Nottingham, NG5 6LU

Opening Hours

Monday to Thursday 8.45 am to 5.15 pm
Friday 8.45am to 4.45pm

Write to us

Housing Services
Gedling Borough Council
Civic Centre, Arnot Hill Park
Arnold, Nottingham NG5 6LU

Or visit our
WEBSITE

at www.gedling.gov.uk



This information is available in large print and other formats.

Please phone 0115 901 3652

HO3883 Customer Care 30/10/06

Housing Service Standards

Customer Care





Customer Care

We conduct customer satisfaction surveys to ensure we provide an excellent service. We also discuss any proposed minor changes to our services with the Tenants Consultation Panel and respond to their suggestions. As a further check we regularly analyse the compliments and complaints received by the department and respond to the findings. We will consult with you about any major changes we are proposing which will affect the service you receive from us.

We strive to provide a service which meets the needs and aspirations of all our customers.

Our commitment

- All staff will be polite.
- If you contact us to make an appointment, we will see you as soon as possible.
- We will do our best to be punctual.
- If you need assistance from other departments or agencies, we will help you to contact them.
- Your enquiry will be in confidence. If we have to share this information with other organisations, we will seek your permission before doing so.
- You will be treated fairly

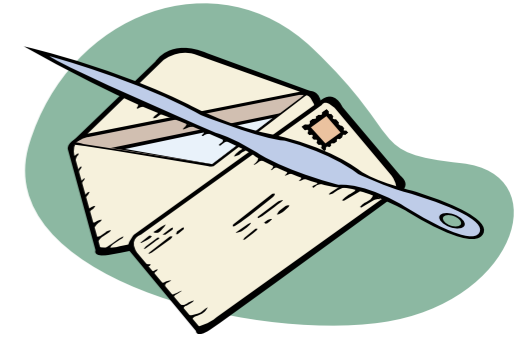


- We will update leaflets and information sheets regularly.
- We will not discriminate against anyone on the grounds of their gender, disability, ethnic or cultural background, age, marital status, religious or political persuasion, sexual orientation, gender reassignment or HIV /Aids.
- We have been successful in our application for accreditation for Investor in People and ISO 9001.



When we contact you

- We will, wherever possible, make an appointment.
- We will always wear our identification and give you our name and direct line phone number should you need to contact us.
- We will agree what action will be taken and keep you informed.



When you contact us

- We will do our best to assist you with your housing needs.
- We will provide you with information and help you to access other agencies that may also be able to help you.
- We will train our staff so that we are confident that we will provide accurate information and help you to the best of our ability.
- We will respond to all correspondence within 10 working days. If you have made an appointment to see us, we will do our best to be punctual. If we are running late we will keep you informed and try to offer an alternative solution.
- We will agree what action will be taken and keep you informed.