

Your views and opinions are very important to us, we believe that the involvement of customers is key to the continuing development of our service.

## Commendations

You may have a compliment, (for instance you have found a particular service or member of staff helpful).

We will pass on your commendations to the staff involved.

## Comments

You may have ideas about how we could do things better.

We will consider carefully all comments that are received to see how we can improve our service.

## Complaints

If you are unhappy with our service, we will investigate your complaint and look carefully at the issue you have raised.

We will respond to a complaint as quickly as possible. Generally this will be within 10 working days. However issues involving Children, Education and Social Care may take up to 28 days to investigate fully. If a complaint is particularly complicated and likely to take longer than 10/28 days we will advise you of this.

## Opening Hours

The office is open from:  
8.30am - 5.00pm Monday to Thursday  
8.30am - 4.30pm Fridays.

Private Sector Housing  
Stockton-on-Tees Borough Council  
16 Church Road  
Stockton-on-Tees TS18 1TX

Tel: 01642 527797

Fax: 01642 526541

Email: [privatesectorhousing@stockton.gov.uk](mailto:privatesectorhousing@stockton.gov.uk)

If you would like this information in any other language or format for example large print or audio please contact 'Private Sector Housing' on 01642 527797.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم' بالهاتف رقم 01642 527797 [Private Sector Housing Division]

ARABIC

欲要這份資訊的其它語言版或其它版式例  
如大字體印刷/錄音帶，請致電 01642  
527797 接洽 '多元化隊' (Private Sector Housing Division)

MANDARIN

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفا با تیم دایورسیتی (گونگونی) [Private Sector Housing Division] با شماره 01642 527797 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe "Private Sector Housing Division" au n° 016 42 527797

FRENCH

نه گهر حضرت لئی یہ نهم زانیارہ بہدہستت بکہوت بہ زمانہ کانی تر بان بہ شیوہیکہی تر بؤ نمونہ چاہی گہورہ/بان بہتہی تومارکراو نکایہ پہیوہندی بکہ بہ 'تیمی دایفرستی' 01642 527797 [Private Sector Housing Division] لہ سہر زماہری تہلہفون

KURDISH

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 'Private Sector Housing Division' ਨੂੰ 01642 527797 ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا اندازہ مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈیوڑی ٹیم (Private Sector Housing Division) کو اس نمبر پر فون کیجئے 01642 527797

URDU



Stockton-on-Tees  
BOROUGH COUNCIL

## Private Sector Housing

# Customer Service Charter

Development & Neighbourhood Services

Tel: 01642 527797



Our aim is to make the process of contacting us as easy and as simple as possible.

This leaflet is part of that process and sets out the level of service you can expect once you contact us. This is our service pledge to you.

## How to contact us

### Reception

The reception at 16 Church Road is open from 8.30am - 5.00pm Monday to Thursday and from 8.30am - 4.30pm Fridays.

### Telephone

Our aim is to answer telephones quickly, normally within 5 rings.

If the appropriate member of staff is not available, we will phone you back within 24 hours.

If we cannot answer the telephone, you will be able to leave a message.

### Correspondence

**Letters** - If you write to us we will acknowledge receipt of your letter within 5 working days and aim to provide you with a full written response within 10 working days.

**Emails** - Our aim is to acknowledge your email within 1 working day, and provide a full written response within 10 working days.

Our aim is to put the customer first and provide the best service possible.

We are committed to continuously improving our service to you. Our aim is to provide an excellent service, which appreciates customers individual needs.

## Appointments

### Private Sector Tenants

Once we are in receipt of your request for assistance we will establish the category of your request and arrange an appointment to visit you.

This will be within the following timescales:

- **Category A (Emergency repairs)**  
We aim to respond to your enquiry within 24 hours.
- **Category B (Urgent repairs)**  
We aim to respond to your enquiry within 5 working days.
- **Category C (Advice & Information, routine repairs)**  
We aim to respond to your enquiry within 28 days.

### General Appointments

All of our Officers carry ID cards and these cards will be shown to you on arrival.

We can also set up passwords for identification purpose, if you prefer.

Our aim is to ensure that no group or individual will be disadvantaged because of their race, disability, religion, gender or age.

## Enquiries

### Enquiries for financial assistance

If you have made an enquiry for financial assistance:

- We will record your enquiry details and acknowledge receipt of your enquiry by letter within 10 working days.
- We will write to you yearly with regards to our current financial assistance policies.

### Disabled Adaptations

If you are a client that has been referred to us from Children, Education & Social Care for the provision of disabled adaptations:

- We will acknowledge receipt of your referral by letter, within 5 working days.
- We will write to you quarterly to update you of your position on our waiting list.

### Signposting

If we cannot help you directly, we will endeavour to put you in touch with a department or organisation that may be able to help you further.