

Building Services Customer Charter



THE SERVICE

We provide:

- Design services as Chartered Architects and Surveyors to all Business Units and externally to Housing Associations, Town and Parish Councils
- Full Quantity Surveying services from feasibility to final account
- The maintenance of the Council's corporate properties

CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate
- Treat you with courtesy and politeness
- Listen and understand customer needs
- Treat all customers equally

You can contact us in any of the following ways



By **telephone** on 01271 388377

- We aim to answer 95% of all telephone calls within 6 rings (20 seconds)
- When we speak to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how we can help you
- If we cannot help you immediately we will let you know who you have been speaking to and when we will contact you
- If your call needs to be transferred to another section, the details of your enquiry will be passed on
- We aim to answer all messages left on answer machines within 24 hours (Monday to Friday)
- If you leave a message on an answer machine and it is likely to take more than 24 hours, the message will tell you when we will contact you



In **person** from 9.00am to 5.00pm in Barnstaple at the Civic Centre by prior appointment

- We aim to see 80% of callers within 15 minutes of visiting one of our reception areas
- All staff will wear name badges
- You will be seen in a private place if you want to



In **writing** at the Civic Centre, Barnstaple EX31 1EA

- We aim to reply to 98% of letters within 10 working days
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter
- Responses will be typed and easy to understand



By **computer** by sending us an e-mail to building_services@northdevon.gov.uk

- Contact through e-mail will be subject to the same standards as contacting us in writing

STANDARDS OF SERVICE

We will tell you when we are reaching our standards through the local press and on the Council's website at www.northdevon.gov.uk and in the Council newspaper.

In addition to the above standards, the following are specific to this service:

- Record incidents of vandalism

LEGISLATION

All design work undertaken by Building Services is required to comply with current Building Regulations, Health & Safety Legislation and all other current legislation relating to building.

NEW IDEAS AND IMPROVEMENTS

We will undertake surveys specific to projects in hand to help to improve our services. We would appreciate your help and welcome any comments you wish to make.

We will take into account your views and give feedback through the local press, Council's newspaper and website.

PUTTING THINGS RIGHT

We intend to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.

You can make a complaint by contacting the service direct by any of the methods previously listed, or you can ring the Complaints Line on 01271 388260.

We will acknowledge all complaints received within 3 working days and send a full response within 10 working days.

Should the response be longer than 10 working days we will contact you and let you know when we will be able to reply.

If you are unhappy with the response, you can ask for your complaint to be reviewed. This will normally be undertaken by Customer Services.

SPECIAL NEEDS

If you would like this information or any information we produce to be provided in alternative languages, in braille or on audio tape, please contact Customer Services on 388240 or e-mail us on customer_services@northdevon.gov.uk.

We aim to provide this information within 15 working days of any request. We will let you know if this is likely to take longer.

REVIEW

We intend to review this Charter in 2 years and would welcome any comments on how we can improve this document.

FURTHER INFORMATION

If you would like further information on any of the services we provide or have any comments about how this Charter could be improved, please contact us on 01271 388377.

This Charter was produced on 7th January 2003