

E Government Service Promises

Developed and agreed in partnership with our customers

Through our website, you will be able to:

- Contact us via email - and we will then abide by our corporate promise to respond to your query within 10 working days.
- Apply for a council house via our online housing application form.
- Make rent and council tax payments online.
- Report a repair online via email.
- Make a complaint, comment or commendation online via email.
- Access up-to-date information.
- Access contact details, including useful telephone numbers and addresses.
- Find other useful links to information which may be of interest to you and related articles.
- View our latest press releases.
- Find the answer to many frequently asked questions.
- Apply to become part of our Customer Liaison Group via email.
- View job vacancies and download relevant documentation including our application form.
- Download all of our customer leaflets as a pdf document (if you don't have the software to read a pdf document then we will link to a website where you can download it for free).
- Download our most commonly requested leaflets in Arabic, Farsi, Urdu, Kurdish, Mandarin, Punjabi and French.
- Convert all of our website into French.
- Tell us what you think of the services you have received and how we might improve it.

These service promises can be produced in key community languages, large print, Braille, or on audio tape.

Please contact the Customer Service Helpline on 01642 528100.

These service promises work in conjunction with our Corporate promises.