

Have Your Say

At Nottingham City Council, we are committed to providing high quality services and continuing to improve our services to meet your needs.

Our 'Have Your Say' scheme lets you tell us what you think about our services.

You can use this scheme to:

- Compliment us- when you are happy with a service
- Complain - when we don't get it right (or see our complaints leaflet)
- Comment - when you have a suggestion about how we can make our services better for you

We'll listen to you and do our very best to act on what you say.

You can Have Your Say by:

- Speaking to a member of staff
- Completing the form online at **www.nottinghamcity.gov.uk/haveyoursay**
- Emailing us at **customer.services@nottinghamcity.gov.uk** quoting Have Your Say
- Calling us on **0115 915 4950** (8.30am - 4.50pm Mon-Fri) or **0115 915 4848** (24 hour answerphone)
- Picking up a form at any reception point

If you require this information in another language, in large font, Braille, audio tape or text only version, please ask a member of staff or call Nottingham City Council Customer Services on **0115 915 4950**.

Nottingham City Council

housing and council tax benefit

Service Standards

The Service Standard for the Housing and Council Tax Benefit service tells you the level of customer service you can expect from us

We will:

- Provide high quality services to you based around you and your circumstances and in a way that offers you maximum choice.
- Ensure that our services are accessible for all residents, businesses and visitors.
- Ensure our staff are appropriately trained, helpful and treat you in a caring, polite and efficient manner, responding in line with our service standards.
- Ensure our staff provide information that is reliable, clear, informative and in a format of your choice.
- Answer 75% of your telephone calls within 18 seconds.
- Monitor our performance on the number of calls that are unanswered or busy and take action to put it right.
- Respond to 90% of your letters within 12 working days.
- Respond to 90% of your emails within 12 working days.
- Ask you for feedback at least once a year on the level of service you have received, and publish the results.

You can also expect the Housing and Council Tax Benefit service to:

- Send you a letter informing you of your Housing and or Council Tax Benefit within 14 days of you providing us with a claim or details of a change in circumstances including all of the evidence needed to support your claim.
- Notify you of any overpayment of Housing and Council Tax Benefit and issue you with an invoice within 14 days.
- Answer 90% of enquiries at the public enquiry counter within 15 minutes of your arrival.
- Respond to requests for appeal on a decision regarding Housing and / or Council Tax Benefit within 28 days from the date of receipt.
- Visit you on a date and at a time that suits you, within 14 days of your request for a visit.

What we do for you

- Provide a prompt, accurate and cost effective Benefit Service to Nottingham residents.
- Deliver a service that is easy to access and encourage take-up of Housing and Council Tax Benefit entitlement.
- Reduce fraud in the benefit system through robust deterrent, detection and investigation.
- Provide a visiting service for residents that need it.
- Continue to develop the service and respond to the views of customer's, stakeholders and staff.
- Deal with information sensitively and securely to ensure confidentiality.

To find out more, contact us

Hours of opening:

8.30am - 4.30pm Monday, Tuesday, Thursday and Friday.

9.30am - 4.30pm Wednesday.

Telephone: **0115 915 4944**

0115 915 5577 (Confidential Benefit Fraud Hotline available 24 hours per day).

Minicom: **0115 915 4085**

Fax: **0115 915 4089**

Email: **benefits.housing@nottinghamcity.gov.uk/**
benefit_fraud@nottinghamcity.gov.uk

Location: **Housing and Council Tax Benefit, Admail 3428, Nottingham, NG1 4XX**