

**How to
get more
information**

Write to:
Housing Benefits Manager
Erewash Borough Council
Town Hall
Ilkeston
Derbyshire
DE7 5RP

Phone: 0845 907 2244
extension 3480

Email: benefits
@erewash.gov.uk

Website: www.erewash.gov.uk

You can find a copy of our
detailed service standards on
the website
(www.erewash.gov.uk) or you
can phone the number above or
write to us for a copy

**If you would like this leaflet in
large print, on tape or in another
language, please phone
0845 907 2244.**

If you need this information in your language, please contact us using one of the methods below.

“જો તમારે આ માહિતીની તમારી પોતાની ભાષામાં જરૂર હોય, તો નીચેની પદ્ધતિઓમાંથી એકનો ઉપયોગ કરીને કાઉન્સિલનો સંપર્ક સાધો.”

如果您需要您自己语言的此信息，请通过以下方法之一与委员会联系。

“ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖਿਆਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਤਰੀਕੇ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਕੌਂਸਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।”

آپ کے معلومات اپنی زبان میں پڑھنے کے لیے جیسا کہ براہ مہربانی کیجئے، ایسے کے طریقوں میں سے کسی ایک کا استعمال کرتے ہوئے کونسل سے رابطہ کیجئے۔

 **0845 907 2244**

 **communications@erewash.gov.uk**

 **Ilkeston Town Hall, Wharnccliffe Road, Ilkeston, Derbyshire DE7 5RP**
Long Eaton Town Hall, Derby Road, Long Eaton, Derbyshire NG10 1HU

V1 07/07



Housing and council tax benefit

... our promise to you



**Service delivery standards
Corporate Services**

We will:

- Process 90 % of new claims for Housing Benefit and Council Tax Benefit within 14 days of all the information being received
- Process new claims, on average, within 30 days of the receipt of the application form
- Process Change of Circumstances, on average, within 9 days of the receipt of all the required information
- Maintain an accuracy rating of 98% or above
- Answer any phone call within 5 rings
- Survey customers for feedback, to identify ways the service provision can be improved
- We will provide a comprehensive selection of leaflets advising customers about the Benefit and Discretionary Housing Payments Schemes
- Liaise regularly with partners and stakeholders in order to continually look at ways to improve the service
- Provide all information to support a new application within one calendar month of the application being made

We ask you to:

We ask you to continued

- Notify the Benefits Office of any change of circumstance within one calendar month of the change occurring
- Treat us politely and respectful manner
- Allow us to work free from aggression

Your rights

We will advise customers of what to do should they disagree with a decision we have made.

Erewash is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

We are constantly looking for feedback on our services. We welcome any feedback that will help us to improve our services. If you want to make a comment, compliment or a complaint, please:

- tell a member of our staff
- phone us on 0845 907 2244

Your rights

write to us at:

Erewash Borough Council
Town Hall
Ilkeston
Derbyshire
DE7 5RP

- email to: Contactcentre@erewash.gov.uk
- fill in our comments, compliments and complaints form, available from our receptions or by downloading from our website www.erewash.gov.uk
- fill in the online comments, compliments and complaints e-form on our website www.erewash.gov.uk

You can see full details of our comments, compliments and complaints policy at www.erewash.gov.uk.

