

Customer Service News

NEW CASHIERS OPENING HOURS

The new opening times for the Cashiers are 9.30am to 3.30pm, Monday to Friday. The Contact Centre opening times have not changed and remain 8.00am to 6.00pm.

Other methods of payment:

- Pay on-line at www.crawley.gov.uk/payments
- Set up a Direct Debit
- Use a PayPoint facility
- Cheques placed in the box at the side of the Cash Office
- By post
- Using the Night Safe
- Payments via the Contact Centre when Cash Office is are closed

FLY TIPPING

We want to keep Crawley free of litter and dumped rubbish (fly tipping). People who litter the town may be issued £80 on the spot fines by our team of trained **Community Wardens** who patrol Crawley seven days a week. You can help us make Crawley a cleaner place by reporting litter and fly tipping online.

Visit us at www.crawley.gov.uk/flytipping where you can see on a map where flytipping has been reported and what we're doing about it. If you spot fly tipping or litter please let us know by using our **fly tipping and litter form**. We aim to clear most problems within 2 **working** days.

If you can't get on the web, tell us by a visit to the Town Hall or by telephone on 438000.

You Said.. We Did

YOU SAID: To avoid queuing, can a large local map be displayed in the Town Hall?

WE HAVE: Displayed a large local map in the Planning area of the Town Hall.

YOU SAID: Combined Housing Register forms and letters are confusing....

WE HAVE: Simplified the guidance notes to the forms and included more detailed explanations about decision in letters.

YOU SAID: The waiting time to see a Benefits Assessor is too long....

WE HAVE: Made more Benefit Assessors available to assist customers in the Contact Centre.

YOU SAID: You had concerns about missed gas servicing appointments...

WE HAVE: Changed our contractor and have now achieved 100% compliance with gas servicing and appointments are arranged at the customer's convenience.

YOU SAID: You wanted to know about private letting as well as council owned housing...

WE HAVE: Introduced private lettings into the Property Store enabling customers to drop in twice a week. We also extended the opening hours.

YOU SAID: There are not enough parking spaces at K2 during peak times.

WE HAVE: Agreed to increase car parking at K2 by 70 spaces and will make this available in early September 09.

YOU SAID: It was taking too long for repairs to be carried out.

WE HAVE: Significantly improved response times by improving repairs processes.



We recently asked 106 of our customers how satisfied they were with our Contact Centre service. Here's what they said:

Waiting times / time spent getting through to the council...

92% of our customers are satisfied or extremely satisfied

The way that staff interact with customers

98% are satisfied or extremely satisfied

27% were not provided with a reference no. or record of an enquiry...

We have updated training and information for our staff to ensure this improves

**Do you have something you want to tell us about our service?
Write it here and hand it in at the Contact Centre Reception**

Customer Service Information

BUSINESS LINK

Crawley Borough Council are working in partnership with business Link to help people who need advice with a new or existing business. Book a clinic through Business Link on 0845 600 9006 or email info@businesslink.co.uk. Clinics are held at the Town Hall.



Customer Services Out in the Community

The Mobile Advice Unit has been available now for 5 weeks in Langley Green on a Tuesday, Bewbush on a Wednesday and Broadfield on a Thursday and we have helped over 140 customers. Most enquiries have been about Property Store, Housing Options, Amenities and Crawley Homes. There was low take up in Langley Green, so the Unit will move to Tilgate Parade from 25.08.09 – 20.10.09.

As part of the project, we are also identifying the difficulties customers are experiencing in accessing Town Hall Services as part of our commitment to Equalities and Diversity.



Tel: 01293 438000

Minicom: 01293 438000



Web: www.crawley.gov.uk visit the website for forms, payments etc.

Email: comments@crawley.gov.uk or complaints@crawley.gov.uk



Visit: Monday to Friday - Contact Centre 8.00am to 6.00 pm
Cashiers 9.30am to 3.30pm

OUT OF OFFICE HOURS:
Emergency number: 01293 551636

