

# Customer Bulletin

September 2009

## Customer Service News

### Contamination in Recycling

Anything that goes in the REDtop bin that cannot be recycled is called contaminated waste. Carrier Bags and Bin Liners are the biggest culprits along with Yoghurt Pots, Margarine Tubs, Food Trays, Polystyrene and Household Rubbish.

When the recycling goes to the Waste Centre if the level of contamination is too high the whole load will be rejected and sent to a Landfill site!! This can defeat the purpose of the recycling.

REDtop bins with contaminated waste if seen by the Contractor will not be collected and from October, a card will be hung onto the bin explaining the reason for non-collection.

### GreenBin – missed collection

If you wish to make a report about your GreenBin not being collected please contact us after 4 pm on the day of your collection using the free phone number **0800 5875 888**.

### National Customer Service Week 5-9 October

Back in October 2008 the Contact Centre took part in our first National Customer Service week. This event encourages companies to celebrate and recognise good customer service that staff gives every day to customers both internally and externally.

This year we will be celebrating with a weeklong programme of events for you, the customer, and staff, with the theme of **'One Council...One Team...One Year On'**.

We will be highlighting the achievements we have made by improving customer services over the last year with displays around the Town Hall area during this week. These will include the new **'Fly-tipping'** process and the **'Tell us Once'**, along with performance information.

Please do come and join in with us and give us your feedback.

### Tell us Once

As a Council, we are working to improve processes so that customers only have to inform us once of a Change of Address or to notify us of a death and the relevant services and system and will be updated.

Customers are now able to notify us via the Council's web site, over the telephone or by visiting the Town Hall.

## You Said.. We Did

**YOU SAID:** **'I don't know if you have received my application form for a garage'...**

**WE DID:** Introduce an acknowledgement letter which is now sent to each customer who has applied for a garage, avoiding the need to contact us to confirm this.

**YOU SAID:** **We can't attend Estate Inspections during the day...**

**WE DID:** We've held two Estate Inspections in the evening and are looking at doing more next year.

**YOU SAID:** **Can Tenants have a copy of any Asbestos Survey done to their home?**

**WE DID:** Tenants can now request a copy of any Asbestos Survey to their home from Crawley Homes' Asbestos Team.

**YOU SAID:** **I'd like my newsletters in large print...**

**WE DID:** We now produce Homelink in a large print version as well and this has been sent out to nearly 40 Tenants.



**We recently asked 206 of our customers how satisfied they were with our Contact Centre service. Here's what they said:**

**Speed of a full response or resolution if your query was resolved today....**

*94% of our customers are satisfied or extremely satisfied*

**The opportunity to provide feedback on the service.....**

*94% are satisfied or extremely satisfied*

**8% were not informed as to what would happen next in response to their enquiry and the likely timescales...**

*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

### CRAWLEY WELLBEING

Fun, creative classes are giving people the chance to get physical through dance. Weekly sessions are held at K2 for all ages and abilities on Tuesdays from 1.30- - 2.30pm.

These sessions aim to help people get well, stay well and help people recover quickly.

The cost of each session is £2.50 but you can book a taster session by calling Crawley Wellbeing on **01293 585317** or visit [www.crawleywellbeing.org.uk](http://www.crawleywellbeing.org.uk)

### Customer Services Out in the Community

The Mobile Advice Unit will be available at Tilgate Parade until the 20<sup>th</sup> October 2009. 20% of all enquiries have been about Housing Options and 16% regarding repairs.

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.

### Venture Play Service

Crawley has four adventure playgrounds, Cherry Lane in Langley Green, Creasys Drive in Broadfield, Millpond in Bewbush and Waterlea in Furnace Green. For more details call **01293 5421765** or visit [www.crawley.gov.uk/ventureplay](http://www.crawley.gov.uk/ventureplay)



**Tel:** 01293 438000

**Minicom:** 01293 438000



**Web:** [www.crawley.gov.uk](http://www.crawley.gov.uk) visit the website for forms, payments etc.

**Email:** [comments@crawley.gov.uk](mailto:comments@crawley.gov.uk) or [complaints@crawley.gov.uk](mailto: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

