

## Customer Service News

### Changes to Crawley Repair Team

Call Crawley Repairs team for all your **day-to-day repairs** (except gas heating and hot water) on **01293 438592**.

Your call will go direct to the Repairs Team who can usually offer you an appointment there and then for a time that suits you. We can do this because the whole team now work together in one room; those who answer the phones can talk to the controllers who schedule the work and who talk to the operatives. The surveyors are also on hand to answer queries.

Gone are the days when our surveyors looked at what needed doing first, now the operatives assess what needs to be done so they can fix it first time. Surveyors will now concentrate on looking at what's been done and sharing their knowledge with the operatives.

We tested this new way of working in some neighbourhoods and found that satisfaction shot up and that repairs were completed faster. By listening to your calls we found out what mattered to you, then simplified our processes to make repairs quicker and easier for you. Don't forget:

- **01293 438592** for Crawley Repairs Team (Day to day repairs)
- **0845 601 1306** for EPS (Gas heating and hot water repairs)
- **01293 438663/ 438248** for queries about Decent Homes works

### Your Community Centre - The Place for Children's Parties

Does your child want to invite the whole class to their birthday party? Then why not have it at one of our neighbourhood community centres? All centres have a large hall, big enough for games or dancing, with trestle tables and enough chairs to cater for a whole class! Book up now and start writing those invitations..

**Special offer when you book with this voucher in our Customer Contact Centre. Book a large hall for 3 hours for only £25 between now and 31 March 2010** (terms and conditions apply)

Office use only. Booking ref no.....

## You Said.. We Did

**YOU SAID:** The form to hire a Community Centre for a children's party was unclear....  
**WE DID:** We revised the form and added more information.

**YOU SAID:** You would like details of clubs in each of our Community Centres...  
**WE DID:** We now have a leaflet with this information.

**YOU SAID:** You wanted toilet cleanliness improved at Tilgate Park ...  
**WE DID:** Extra cleaning is carried out daily during the summer.

**YOU SAID:** Some play areas at Tilgate Park are poor ...  
**WE DID:** An improvement plan is under way over the next 6 months.

**YOU SAID:** Signage is poor at Tilgate Park...  
**WE DID:** This is now being improved.



**Merry Christmas and a Happy New Year from everyone at Crawley Borough Council**



**We recently asked 249 of our customers how satisfied they were with our Contact Centre service. Here's what they said:**

**Did you have to provide the details of your enquiry to more than one person?....**

*77.5% of our customers said no*

**Have you experienced any delay from the council in dealing with your enquiry?.....**

*82% of our customers said no*

**57% of our customers prefer to contact us by telephone whilst 33% prefer to visit us....**

**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

### Christmas Closure Dates

Town Hall – closes Christmas Eve from 1pm and reopens Monday 4 January 2010. For emergencies please contact **01293 551636**

### Missed Refuse/Recycling Collections

If you wish to report about non-collection please contact us after 12 pm for refuse/recycling and after 4pm for GreenBins on the day of your collection using the freephone number **0800 5875 888**.

### Tilgate Park

A Customer Action Group has been established as a result of customer surveys. The group meets every quarter to review all customer suggestions via viewpoint cards at the park.

### Make a Change with Crawley Wellbeing

You can have a free one-to-one interview with a Wellbeing Advisor who will provide support and guidance to get you started.

There's a range of wellbeing activities with something for you:

- \* Weight Off Workshops
- \* Walking Your Way to Health
- \* Creative Dance
- \* Feel Good and Balanced (50+)

Where: K2 Crawley, Pease Pottage Hill, Crawley, West Sussex, RH11 9BQ

Telephone: **01293 585317**

Email : [wellbeing@crawley.gov.uk](mailto:wellbeing@crawley.gov.uk)

Website: [www.crawleywellbeing.org.uk](http://www.crawleywellbeing.org.uk)



**Tel:** 01293 438000

**Minicom:** 01293 405202



**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 6.00pm  
Cashiers 9.30am to 3.30pm

**OUT OF OFFICE HOURS:**  
Emergency number: 01293 551636

