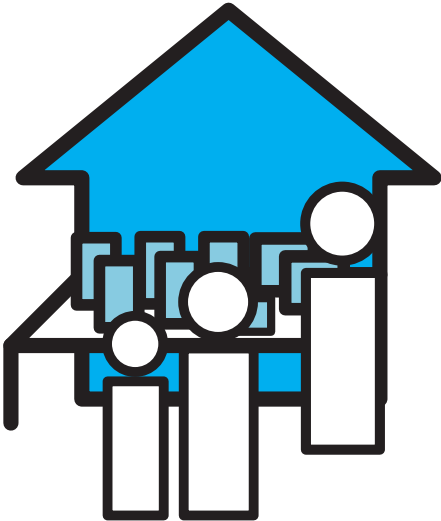


Housing & Property Service Standards

Petersfield Market



EAST HAMPSHIRE



Partners

www.easthants.gov.uk

Service Standards

Petersfield Market

The Council runs a market every Wednesday and Saturday in Petersfield Square. The day-to-day market supervision is carried out by the Market Supervisor in Contract Services. The Land and Property Team is responsible for policy issues, for advertising the market, and for ensuring that the market is satisfactorily run. Our services are provided mainly for the market traders, but we will investigate on behalf of market customers any complaints of unacceptable behaviour by market traders.

Market Traders can expect from us:

We will provide electricity for the use of traders and will provide each trader with written rules for its safe use.

We will provide facilities for the disposal of waste refuse and litter and arrange for the removal of rubbish after each market.

We will place a minimum of three advertisements each year in appropriate media in order to promote the market.

At least one month before Christmas, we will notify stallholders of the days the markets will open and close at Christmas and the New Year.

Stallholder pitch fees will normally be reviewed each year, with increases payable from 1 April each year. We will provide at least one month's notice of increased charges, including an explanation for any above-inflation increases.



When we provide you with notice of changes (eg. pitch fees and Christmas markets), we will write to you at the market. If we can't hand this to you, we will forward the letter to the home address you gave us.

If you have a complaint about the market, or the services we provide, we will aim to make initial contact with you within five working days. We will at that stage provide an estimate of the expected timescale for dealing with your complaint.

In return, we expect market traders to:

Comply with the market byelaws.

Use electricity only in accordance with the rules issued to you.

Notify us of any changes of address (so we can contact you if we need to).

Customers of the market can expect from us:

We will respond to any queries about Petersfield Market within ten working days. If we can't meet this timescale we will advise you in writing when we expect to respond to you.

If you have a complaint concerning the quality of the service or goods offered from a stall on the market, we will encourage you to take up your complaint with the market trader concerned.



We hope and expect that you will never have cause for complaint concerning the behaviour of a market trader. If you do, please let us know and we will aim to make contact with you within five working days to explain what action we are taking to investigate your complaint. We will at that stage provide an estimate of the expected timescale for dealing with your complaint.

To find out more about Petersfield Market, please contact us:

 01730 234036

To book a pitch, contact the **Market Supervisor** on

 01730 234289

 Land & Property Services
East Hampshire District Council
Penns Place
Petersfield
Hants
GU31 4EX

 www.easthants.gov.uk/petersfieldmarket

What to do if you are unhappy with our service

We hope that there will never be a need for you to complain about Housing & Property Services but we know that things can sometimes go wrong, and when they do we need to know.

Your complaint can help us, not only to deal with your particular problem, but also to take action to prevent similar occurrences in the future.

How to make a complaint

First of all, let the person you have been dealing with know and they will try to resolve any problems quickly and explain what has been done and why. If you are still dissatisfied, you can make a complaint in any of the following ways:

Call

If you know the direct dial number you can ring them direct. If not you can call our main switchboard number 01730 266 551

Click

You can make a complaint via our website www.easthants.gov.uk follow the links from the front page under 'contact us'. The website will also tell you what happens next.

Come in

You can speak to someone in person, it may help if you ring and make an appointment first, to ensure that the right person is there to see you

Contact us in writing

You can write to us at the following address:

Housing & Property Services
Penns Place
Petersfield
Hampshire
GU31 4EX

If you are still dissatisfied then your local councillor or MP may be able to help you. For further impartial advice you can contact the Citizens Advice Bureau.