



CUSTOMER SERVICE EXCELLENCE

Contacts

Customer Services

Council Tax and Business Rates
01730 234400

Housing and Council Tax Benefits
01730 234175

Housing Benefit Overpayments
01730 234401

Fraud Hotline
01730 234182

Senior Contacts

Your comments give us the opportunity to improve our service. If you have any comments we invite you to contact the manager responsible.

Head of Revenues and Benefits
Mike Ball - 01730 234171

Revenues Manager
Brian Wood - 01730 234150

Benefits Manager
Tracey Hughes - 01730 234173

Any complaints received are always investigated thoroughly, and can help improve our systems and procedures.



EHDC COMMUNICATIONS
revenues charter mark lft 0610



The Revenues and Benefit Charter is available in large print, audio tape or Braille, please call 01730 234400 or email revenues@easthants.gov.uk or benefits@easthants.gov.uk for a copy.

Revenues and Benefits Service

Customer Charter

How can you help us?

- tell us immediately if you change address or are no longer entitled to a discount, relief, exemption or Council Tax / Housing Benefit.
- if you are having difficulty paying, contact us immediately
- when returning applications for Housing and Council Tax Benefit, please ensure that the form is fully completed and all additional information is enclosed (original documents only).
- pay your Council Tax and Non Domestic Rates by direct debit. This will help to reduce processing costs.
- always quote your account number or benefit reference number on any correspondence or payment.
- if you are in receipt of Housing and/or Council Tax Benefit, you should tell us immediately if your circumstances change.

“Providing Good Quality Services”



CUSTOMER SERVICE EXCELLENCE

Deals with Council Tax, Business Rates and Housing and Council Tax Benefit.

- administers Council Tax on behalf of East Hampshire District Council, Hampshire County Council, Hampshire Police Authority, Hampshire Fire and Rescue and all Town and Parish Councils
- administers Non Domestic Rates on behalf of Central Government
- pays and administers Housing and Council Tax Benefit to residents of the District, as well as giving benefit advice
- investigates allegations of Benefit fraud
- recovers Housing Benefit Overpayments and corporate debt
- administers the collection of commercial rent

Special Needs

- we will try and accommodate any special needs that you may have

Service Commitment

- consult with our customers, partners and staff
- set clear standards for service and performance
- provide fair and accessible services that offer choice, flexibility and value for money
- provide advice and information about our services
- be courteous, open and honest in our dealings with you
- apologise if we get things wrong, explain what has happened and put things right promptly

The Service you can expect

We promise our customers that they will receive at least the following standards of service:

- if you ring us within the working day, we will answer the phone promptly and pleasantly within 3 rings
- if you write to us we will respond within 7 working days (3 days for emails). Letters will be produced in plain English. The name and phone number of the person dealing with your query will be on all correspondence.
- if you visit us with regards to your Council Tax, Business Rates or Council Tax / Housing Benefit, we aim to see you within fifteen minutes. You can be seen in a private interview room, if you prefer. You do not need an appointment.
- we will be courteous, helpful and give accurate advice at all times.
- we will visit you at home to assist with your enquiry if you are elderly or have a disability.
- If you have difficulty completing forms, we can help you either by visiting you or referring you to an agency who specialise in this area.

The Council has set up a Comments and Complaints procedure to make it easy for you to tell us, if our service does or does not live up to the high standards promised. You will receive a written acknowledgement within three days.

Value for Money

We aim to be efficient and have high performance by:

- benchmarking with similar councils
- adopting best practice
- reviewing our costs whenever possible

Council Tax and Business Rates

We will follow regulations to ensure that we collect 99% of Council Tax and 99% of Non-Domestic Rates during the year.

- people who do not pay their Council Tax or Non Domestic Rates will be actively pursued in accordance with the regulations.
- we will promote the availability of discounts, exemptions, reliefs and Council Tax / Housing Benefit.

Housing Benefit Overpayments

We will set targets and monitor our collection performance.

- people who do not pay back their overpayments will be actively pursued in accordance with the law
- we will promote other benefits wherever possible
- we will deal sympathetically in cases of hardship

Investigations

We will investigate all allegations of fraud and take appropriate action.

- people who commit benefit fraud will be investigated and sanctions applied as appropriate
- we will follow, both best practice and regulations when conducting an investigation
- we will recover overpayments of benefit in accordance with the regulations

Housing and Council Tax Benefits

- we will endeavour to process all applications for Housing and Council Tax benefit within 14 days of receiving all information.
- we will advise all applicants that they may be entitled to other welfare benefits.
- we will review all cases of suspected fraud.
- we will advise all applicants on further information that is required.

Customer Services

- we will provide a cashiering service from 9am to 5pm, Monday to Friday at Penns Place.
- we will provide reception and enquiry services from 9am to 5pm, Monday to Friday. Private interview facilities are available.
- we will always endeavour to provide a service which meets the demands of our customers.