

# Customer First

## Environmental Health – Private Sector Housing



South Hams  
District Council

These are the **service standards** we aim to achieve during 2009/10

If you	We will
make a complaint about standards in private rented accommodation	respond to you within 2 working days
make a complaint about standards in private rented accommodation involving dangerous gas or electricity supplies or disconnection of those services	respond to you on the same day
make an enquiry about housing standards	respond to you within 3 working days
make an enquiry about grant aid for disabled facilities or assistance for housing repairs	respond to you within 3 working days
make an application for a licence for a House in Multiple Occupation	determine that application within 2 months of receipt of complete documentation