

Customer First

Property Services



South Hams
District Council

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

If you	We will
Make an enquiry regarding available employment premises	Direct you to our website or send out the vacant property register within 2 working days
Request a viewing of a vacant Council commercial premises	Meet you at the premises to carry out a viewing within 5 working days
Are a prospective tenant for one of the Council's commercial premises	Comply with the "Code of Practice" for Commercial Leases in our dealings with you
Enquire regarding rights over Council land	Respond to your request for information within 5 working days
Enquire about Council land ownership	Provide the required information within 3 working days
Visit any Council owned property or use any of our equipment	Aim to ensure that the facilities are safe to use and free from hazards
Require disabled access to the Council's publicly accessible buildings and facilities	Aim to ensure that our publicly accessible buildings and facilities comply with the Disability Discrimination Act.
Report a defect to any publicly accessible Council land or buildings	Inspect and rectify the defect to set timescales based upon the following priority ratings Priority 1 Immediate Priority 2 Within 3 working days Priority 3 Within 7 working days Priority 4 Within 14 working days Priority 5 Within 21 working days Priority 6 Within 42 working days