

# Customer First



South Hams  
District Council

## Environmental Health – Environmental Protection

These are the **service standards** we aim to achieve during 2007/08

If you	We will
Make a complaint about a nuisance (noise, odour, bonfires, dust, light etc.).	Commence investigation within 2 working days. Write to the person allegedly causing the nuisance within 5 working days.
Request advice about nuisances.	Respond within 3 working days.
Make a complaint about a mis-firing house or car alarm.	Commence investigation within 1 working day.
Make a complaint about a drainage problem.	Respond within 1 working day.
Make a complaint about a public health emergency out-of-office hours.	Respond within two hours.
Make a 'duly made' application for a permit to operate a prescribed process.	Issue a permit within two months.
Are the operator of a permitted process and receive an inspection.	Provide a written report within 10 working days.
Request information relating to land contamination.	Provide a written response within 7 working days.
Request a private water supply sample.	Sample within 10 working days.