

Customer First

Property Services



South Hams
District Council

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

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	<p>Inspect and rectify the defect to set timescales based upon the following priority ratings</p> <table border="0"> <tr> <td>Priority 1</td> <td>Immediate</td> </tr> <tr> <td>Priority 2</td> <td>Within 3 working days</td> </tr> <tr> <td>Priority 3</td> <td>Within 7 working days</td> </tr> <tr> <td>Priority 4</td> <td>Within 14 working days</td> </tr> <tr> <td>Priority 5</td> <td>Within 21 working days</td> </tr> <tr> <td>Priority 6</td> <td>Within 42 working days</td> </tr> </table>	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
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