

# Customer Service Matters

## Finance & Assets

When you	We will
Register for Council Tax and Business rates	Make sure you are billed correctly based on the information you provide
Make a claim for Housing Benefit or Council Tax Reduction	Assess your claim within 14 working days of receiving it, and make sure you receive the help you are entitled to
Let us know that your situation has changed which may affect your Housing Benefit or Council Tax Reduction claim  (a change in situation can include:  getting more or less welfare benefits / tax credits / wages / Capital OR a change in people living in the house e.g. Partner or another adult moving in/out, child being born)	
Make an enquiry regarding asbestos	Respond to you and offer any appropriate advice <ul style="list-style-type: none"><li>- URGENT – within 1 working day</li><li>- ROUTINE – within 5 working days</li></ul>
Contact the Department	Ensure that you will be treated with respect and courtesy by a knowledgeable member of staff.

### Anything you want to tell us?

Let us know if you think we've done something wrong or made a mistake.

We would also like to know if you think we have done something well or if you have a comment or an idea about how we could do something differently or better.



Let us know by e-mailing [your.voice@denbighshire.gov.uk](mailto:your.voice@denbighshire.gov.uk);  
by phoning 01824 706101  
by filling a form on our website at [www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)