

Customer Service Matters

Housing Services

When you	We will
Make a complaint	Respond as soon as possible.
Give us feedback on our services	Listen and act upon it.
Apply for a council house	Let you know what priority you are and what options are available.
Are provided with a council property	Make sure it is safe, clean and in a good state of repair.
Report a repair needed on your home	Complete to a high standard and aim to complete the repair within the given timescale.
Tell us you have an issue on your estate / in your neighbourhood	Investigate and deal with it as soon as possible.
Want to pay your rent	Offer you a range of ways to pay.
Tell us you are homeless or threatened with homelessness	We will give you help and advice as soon as possible.

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;
by phoning 01824 706101
by filling a form on our website at www.denbighshire.gov.uk

