



London Borough
of Hounslow

Revenues & Benefits Performance Service Standards

London Borough of Hounslow's Revenues & Benefit Service takes pride in delivering high quality and efficient services that are accessible to all our customers

It is our aim:

- 1 To pay the right benefit and collect the right council tax and business rates from the right people at the right time.
- 2 To see our customers within 15 minutes of arriving at our offices.
- 3 To answer all telephone calls within 2 minutes.
- 4 To process your claim within 14 days once all the information and proof has been received.
- 5 To reply to your written and email correspondence within 10 working days.
- 6 To write to you and tell you whether your claim has been successful and if so, how much benefit you will receive.
- 7 To keep you informed on the progress of your claim and also the time it will take before you will receive your benefit.
- 8 To make sure our staff receive the necessary training to provide the service professionally.
- 9 To publish and display monthly performance figures for new applications and changes in circumstances, report on collection figures for council tax and business rates and also customer service performance.