

**For more information about our customer standards, please contact the Council:**

**By telephone:** 01732 227000

**By e-mail:** [information@sevenoaks.gov.uk](mailto:information@sevenoaks.gov.uk)

**By writing to:**

Sevenoaks District Council, Council Offices  
Argyle Road, Sevenoaks, Kent TN13 1HG

**Through the Council's website:**

[www.sevenoaks.gov.uk/customerstandards](http://www.sevenoaks.gov.uk/customerstandards)

**This publication is available in large print. For a copy call 01732 227414.**

If you need help understanding this document, we can arrange for an interpreter to help you. Please call us on 01732 227000 stating your language and telephone number.

**April 2006**



# Community Development

## Customer Standards



*Sevenoaks District Council's Customer Standards set out in detail the level of service the public can expect from the authority. They include Council-wide standards that apply to the whole organisation and more detailed standards that apply to specific services.*

*This leaflet outlines the Council's Community Development customer standards.*

## **Grant applications**

The Council's Voluntary Grant Scheme operates from November to December each year. Applications are made in advance of the next financial year.

After the announcement of the scheme,

### **We will:**

- Send you an application form and information pack within five working days of receiving your request.
- Acknowledge receipt of your application within 10 working days.
- Notify you of the outcome of your grant application by the first week of the new financial year.

## **Reporting anti-social behaviour**

Dealing with anti-social behaviour is a priority for the District Council, and is addressed by taking time to work with individuals, communities and Community Safety Partners.

### **We will:**

- Take your details and a member of the Community Safety Team will call you back to discuss the situation in more detail within two working days after you have reported anti-social behaviour to the Council.
- Share this information with Community Safety Partners asking them to identify what action they can take, and then write back to you with a detailed response within 25 working days.