

## Appendix A

<u>Services provided at DC +</u>
Abandoned vehicles
Surrendered vehicles
Street maintenance
Drains & gullies
Street lighting
Winter maintenance
Bulky/white good uplift
Green waste
Kerbside collections
Missed refuse
Litter & fly tipping
Information provision
Missing information
Directorate requests
Acknowledgement letter
Process payment
Refund payment (request)
Service cancellation
Dropped kerbs
ASB/Community safety & housing
Switchboard
Events tickets sales
Tourist Information
Freedom of information & Environmental Info Requests
Data protection requests
CENTRO bus passes
Private sector housing grants
Car park fines
Smart cards
Banking Hall payments services
Revenues enquiries (face to face)
Council Tax Enquiries
Business Rates
Mutual Exchange
Litter
Housing General Contact Request (inc HM booking, Lettings and Housing Advice)
Accompanied Viewings
Request for Alteration to Property
Arrears - Benefits applications
Change of Payment Method (inc DD)
Credit Refund and Statement Request
Request Rent or Payment Card
Leasehold mgt
Greencare/Trees
CSO general email contact
Housing Rent - Arrears
Registrars booking appointments
Medical assessment
Garages
Change of address
Housing Advice & status updates
HA Evidence capture
HA Temporary accommodation complaints

Void building reports
Contents Insurance
Smoking fixed penalty
Notice of Termination
Assignments and Successions
Decorating Allowances
Street lighting integration
Contact from 3rd parties
Tenant - Change of Circs (now household)
Non repairs telephone calls
Parking enforcement
Lettings
Choice Based Lettings