

## CHANGES TO OPENING HOURS AT BROMSGROVE CUSTOMER SERVICE CENTRE

### FAQ'S

Bromsgrove District Council has reviewed the opening hours of the Customer Service Centre at the Dolphin Centre, Bromsgrove and as a result making some changes. Here are answers to some of the frequently asked questions.

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#### **When will you be open?**

The Customer Service Centre will normally be open Monday to Friday from 9am to 5pm. We will be closed on Bank Holidays and some additional dates around Christmas and New Year – see our website or posters for details on these dates.

#### **Why are you closing on Saturday mornings?**

There is only a very small number of residents who use the service on a Saturday morning which and we can provide a much better service in the week when we have a range of specialist staff available to deal with your enquiries.

Many of our customers do not live within easy access of the Centre and by refocusing our resources to in the week when they are most needed we can provide a better service to the vast majority of customers.

#### **Is this just about saving money?**

No, we won't actually save any money, but the change will enable us to increase the staffing available in the week when we are most busy.

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#### **How many people will be affected by this change?**

On average, during 2012/13, around 8 customers used the walk in service to make enquiries on a Saturday. A further 21 telephoned us to make an enquiry. In the region of 30 payment transactions were taken in total each Saturday morning and of these 61% could have been made using alternative payment methods.

We know that we have a small number of customers who regularly come in each month to pay their Council Tax bill and who currently chose to pay in cash, and we will help these people to use the other payment options available to them.

#### **How can I pay my bills if you are not open?**

You can pay online or via telephone on 01527 881474, if you have a debit card or a credit card (other than American Express). This service is free as we do not pass on the charges for card payments.

Or, you make arrangements to pay via Direct Debit or standing order, if you have a bank account.

If you do not have a bank account and cannot visit during the week to make your payments please talk to us so that we can help you to find a suitable alternative arrangement.

#### **What if I cannot easily visit during the week and need to speak to someone about my problem.**

Our telephone lines will be open from 9am to 5pm Monday to Friday and if it is apparent that we need to see you in person to resolve the issue we will make an appointment at a suitable time for you to visit us or for us to visit you in your own home if necessary.