



NORTON TOWN COUNCIL CLIENT SERVICE CHARTER

OUR COMMITMENTS

- Attend to water and sewerage faults within 24hrs and new connections within 5 working days after payment.
- Approve plans promptly.
- Collect refuse weekly.
- Accept any amount of money for rates as well as offer payment plan upon negotiation.
- Provide residential, commercial and industrial stands when available.
- Attend to all health emergencies immediately upon arrival.
- Respond to correspondence within 7 working days and answer phones within the first 3 rings.
- To supply water 24 hours a day

CORE FUNCTIONS

- Administration of Council functions
- Provision of sound financial management
- Provision of residential, business accommodation and social services
- Foster infrastructural development and maintenance thereof
- Promote and provide preventive and curative health services.
- Ensure protection of the local environment.

YOUR OBLIGATIONS

- Pay bills on time.
- Desist from vandalism and report vandalism.
- Report all faults, leakages, burst pipes and blockages.
- Provide accurate and complete information to assist us in planning and providing adequate services.
- Avoid illegal dumping of solid waste, waste water and industrial waste.
- Treat Council employees fairly, with courtesy and report any suspected corrupt practices within our system.

