

Appendix 3

Face to face transactions: ways that the ten most frequent queries at Selsfield Drive Housing Office can be provided.

Transaction	Web	Telephone	Library service <i>Work in progress</i>	Housing Offices
Housing Benefit			Form drop off/copy Web assistance	
Homemove			As above	
Other council			Free phone Web assistance	
Other housing			As above	
Repairs			As above	
Tenancy Issues			As above	
Keys in/out	X	X	X	
Car Parks & Garages			Free phone Web assistance	
Rent Enquiries			As above	
Mutual Exchange			As above	

