



CUSTOMER SERVICE WARRANTY

What is it?

A Customer Service Warranty is a list of expectations outlined by our customers and agreed upon by the City of Sacramento Community Development Department to be provided to customers at all stages of the development process.

Why do we need it?

Identifying what customers want and how they can expect to be treated during the development process will help staff become aware of the steps needed to achieve our goal of getting the customer to success during their encounter with the Community Development Department.

What do we hope to accomplish by implementing it?

The City of Sacramento Community Development Department Customer Service Warranty is a resource that prompts continual customer service awareness and demonstrates staff's commitment to achieving our operating principles and meeting our measures of success.

We, the City of Sacramento Community Development Department, agree that our customers have a right to:

- ✓ Be treated professionally.
- ✓ Convenient business hours.
- ✓ Expect a clean and comfortable environment.
- ✓ Internet access to applications, forms, project updates, etc.
- ✓ Staff access in the form of pre-application and other communicative meetings.
- ✓ Receive prompt, quality service whether at the public counter, in the field, via email, or telephone.
- ✓ Receive consistent and timely comments during all stages of project review and construction.
- ✓ Receive knowledgeable and accurate answers to questions asked of staff.
- ✓ Receive clear instruction from staff as to the development process, fees, staff expectations, meeting code and project criteria and avoiding pitfalls.
- ✓ Provide quality service to all customers from individual home and business owners, to large and small developers.
- ✓ Expect final plans and permit issuance to serve as the controlling construction documents.
- ✓ Warranty against overriding approvals during the construction process with the exception of the discovery of a serious life safety issue or a modification to the project instigated by the applicant.