Empty property

Service Standards

Housing and Constituencies

Birmingham City Council

Our commitment to you…

The Empty Property Team works to reduce the number of privately owned empty properties in Birmingham so that these homes can be brought back into use.

About these service standards

This leaflet tells you what you can expect from us when you are using this service – our service standards. There are two types of service standards:

- Our general service standards. They cover the standards you can expect from all Birmingham City Council housing services, including this one.
- The service standards for the empty property service.

These service standards have been developed in consultation with customers. We will monitor our performance against these service standards and share the results with the users of this service. We will review the service standards annually.

General customer service standards

Our general customer service standards are to:

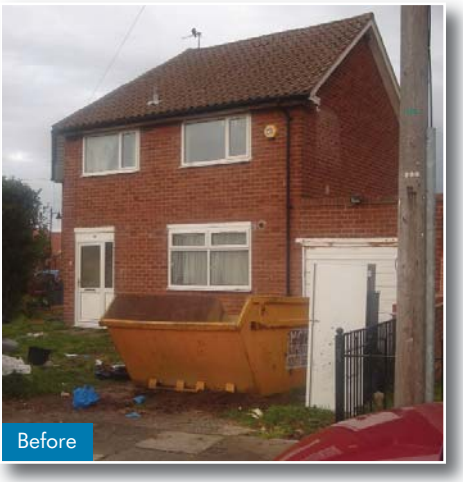
- Answer all phone calls within six rings. The person who answers the phone will give their name and service area.
- Deal with phone calls immediately or, where this is not possible, call you back within one working day or at an agreed time (if we transfer your call, we will tell the other member of staff your name and why you are calling).
- Acknowledge your letters or emails within three working days, and reply within 10 working days (if we need to follow with a more detailed reply, we will let you know when to expect it).

- Send forms or information leaflets you ask for within five working days.
- Provide you with clear and relevant advice and information in response to any query.
- Visit you in your own home if you cannot come to our offices.
- Leave a calling card when we visit you at home and you are not in
- Staff will carry identity badges at all times. Please always ask to see identification before letting anyone into your home.

Accessing the housing service through a neighbourhood office:

- If you have an appointment you will be seen within five minutes of your appointment time.
- If you call in without an appointment you will be seen by a member of staff within 15 minutes who will assess the nature of your enquiry.
- If your enquiry can be dealt with there and then, we will deal with this at the time of your visit.
- If your enquiry means that you need to see one of our advisers we will offer you an appointment within 10 working days.

We will provide all of our service users with equal access to services. We will not discriminate against anyone because of their age, disability, gender, race, religion or sexual orientation.


Before

After

We will:

- Treat you with respect and deliver our service in a way that meets your needs.
- Train all our staff in equality and diversity issues.
- Ensure that no one receives less favourable treatment than anyone else.
- Act quickly and firmly against any kind of discrimination.
- Make sure our offices are accessible.
- Provide induction loops and sign language facilities if you need them.
- Use written and spoken language that is clear and easy to understand.
- Provide you with written documents that are easy to read and offer them in large print, Braille or on audio CD if required.
- Arrange to translate documents or for an interpreter to explain written documents to you if you are a non-English speaker.
- Collect and monitor information about customer satisfaction and the profile of our service users and use this information to improve our services.
- Assess the impact of our policies and services and make changes if they are found to be treating any group unfairly.

Before

After

Empty property service standards

Our empty property service standards are to:

- Acknowledge your referral about an empty property to us within one working day.
- Visit all referrals regarding insecure empty properties within one working day and take enforcement action where appropriate.
- Respond to other complaints about empty properties within seven working days.
- Tell you which officer is dealing with your referral. They will be your contact person to keep you updated about what is happening.
- Tell you the final result of our actions to bring the property back into use.
- Let you know your options and the council's role to bring the house back into use if you are the owner of an empty property.

Can you work with us to make the service better?

If you have any ideas or suggestions about how we could improve the empty properties service, or just want to find out more about what we do, please contact us on the number or email address below.

How to contact us

You can contact us by telephone on **0121 303 7978**
or email the team at:
emptyproperty@birmingham.gov.uk

This is an important document about EMPTY PRIVATELY OWNED PROPERTIES and about the service standards we have to meet. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange to meet with you with an interpreter.

ARABIC

هذه وثيقة مهمة حول **العقارات الفارغة المملوكة للقطاع الخاص** ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم هذه الوثيقة، نرجو أن تطلب من صديق أو قريب لك يتحدث الإنجليزية أن يتصل بمكتب الخدمات الاجتماعية "نيبر هود أوفس" الخاص بمنطقتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

BENGALI

ব্যক্তিগত মালিকানাধীন খালি ঘর-বাড়ীসমূহ এবং আমাদের সেবার মানের ব্যাপারে এই তথ্যপত্রটি অত্যাবশ্যক। আপনি এই তথ্যপত্রটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন, আপনার এমন একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেবারহুড অফিস বা হাউজিং টিমের সঙ্গে যোগাযোগ করতে বলুন। আমরা তাহলে একজন দোভাষী সঙ্গে নিয়ে আপনার সঙ্গে সাক্ষাৎ করার ব্যবস্থা করব।

CHINESE

這是一份有關空置的私家房屋（Empty Privately Owned Properties）的重要文件，內容還闡明我們提供這項服務需達到的標準。如果您看不懂這份文件，請找一位會講英語的親戚朋友代您聯係當地的街坊辦事處。我們將會安排傳譯員一起來見您。

FARSI

این مدرک مهمی است درباره خانه های خالی متعلق به صاحبخانه های شخصی واستاندارد های خدماتی که ما باید برآورده بسازیم. اگرشما این مدرک را نمی فهمید لطفاً ازیک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده می تواند، خواهش کنید که ازجانب شما با دفترمحله (نیبر هودآفس) تان یا گروه تهیه مسکن تماس بگیرند. سپس ما قرار خواهیم گذاشت و همراه با مترجم با شما ملاقات خواهیم کرد.

FRENCH

Le présent document est important. Il concerne les PROPRIÉTÉS VIDES APPARTENANT À DES PROPRIÉTAIRES PRIVÉS et les normes de prestations du service que nous devons satisfaire. Si vous ne comprenez pas ce document, veuillez demander à un ami ou un parent qui parle anglais, de contacter en votre nom votre bureau de quartier local, ou l'équipe du logement. Nous prendrons alors des dispositions pour vous rencontrer avec un(e) interprète.

KURDISH

ئەمە بەڵگەنامەیەکی گرنگە دەربارەی بنایەی بەتاڵ کەوا خاوەنی پرایڤیتی هەیە و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستە لەسەرمان پێشکەشی بکەین و ئەنجامی بدەین. ئەگەر تۆ لەم بەڵگەنامەیە تێناگەیت ئیتر تکایە داوا بکە لە برادەریک یان خزمێک کەوا زمانی ئینگلیزی قسە بکات بۆ ئەوەی لە جیاتی تۆ پەیوەندی بکات بە (نەیبەرهود ئوفیس – ئۆفیسی کانسل بۆ ئامۆژگاری) یاخود تیمی خانوو. ئینجا ئەو کاتە ئیمە وەرگێر (موتەرجم) دابین دەکەین بۆ چاوپێکەوتنی تۆ.

POLISH

Jest to ważny dokument dot. PUSTYCH LOKALI NALEŻĄCYCH DO OSÓB PRYWATNYCH, oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli dokument ten jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomi lub krewni znający język angielski, skontaktowali się w Państwa imieniu z najbliższym oddziałem „sąsiedzkiego biura" lub z zespołem ds. zakwaterowania, a my zaaranżujemy Państwa spotkanie z tłumaczem.

PUNJABI

ਇਹ ਜ਼ਰੂਰੀ ਪਰਚਾ **ਪ੍ਰਾਈਵੇਟ ਮਾਲਕੀ ਦੇ ਖਾਲੀ ਘਰਾਂ** ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀ ਸੇਵਾ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਹੈ ਜਿਹੜੇ ਸਾਨੂੰ ਪੂਰੇ ਕਰਨੇ ਪੈਂਦੇ ਹਨ। ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਨਹੀਂ ਸਮਝ ਸਕਦੇ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫੋਨ ਕਰੇ। ਫੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗੇ।

PUSHTO

دامهم سند **شخصي** تش ملکیتونه اودخدمتونوستندردپه باره **کی** دي چه مونرباید**هغه** ترسره کړو. که تاسی په دي سند نه پوهیږی، نودخپل یوملګری یا خپلوی نه چه په انګلیسی ژبه خبری کولی شی، غوښتنه وکړی چه ستاسی له خواستاسی دسیمی ګاونډی دفتر (نیبر هودآفس) یا دکور بر ابرونی ډلی سره تماس ونیسی. بیا مونږبه وخت وټاکواویوترجمان به هم وغواړو چه تاسی سره کتنه وکړو.

SOMALI

Kani waa qoraal rasmi ah oo ku saabsan GURYAHA MARAN OO SI GAAR AH LOO LEEYAHAY iyo heerarka adeega loo baahanyahay inaan gaarno. Haddii aadan fahmin qoraalkan rasmiga ah fadlan waydii saaxiib ama qaraabo, ku hadla luuqada Ingriiska, inuu la soo xiriiro xafiiska xaafadaada ama kooxda guriyenta isagoo magacaaga ku hadlaaya.. Ka dib anagaa diyaarin doona inaan kuula kulano iyadoo turjumaana la keeno.

URDU

یہ نجی ملکیت میں خالی مکانات اور اس کے لیئے ہمارے مقرر کردہ معیار کے بارے میں ایک اہم دستاویز ہے۔ اگر آپ اس کو سمجھ نہیں سکتے تو برائے مہربانی اپنے کسی ایسے دوست یا رشتہ دار جو انگریزی بول سکتے ہوں کو کہیں کہ وہ آپ کی طرف سے آپ کے مقامی نیبر ہڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر ایک ترجمان کی موجودگی میں آپ سے ملاقات کا انتظام کریں گے۔

If you would like this leaflet in large print, Braille, audio cd or tape, please call the Empty Property Team on 0121 303 7978.