Your home

Concierge and Security

Service Standards

Housing and Constituencies

Birmingham City Council

Our commitment to you…

Birmingham City Council believes the quality of the area in which you live is very important. We are committed to making our estates and neighbourhoods places where people are proud and happy to live. We believe that you should enjoy feeling safe and secure in your local community and homes.

To help ensure a safe and secure environment, many of our tenants and leaseholders in high rise accommodation receive a concierge and security service.

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 concierge and security 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 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).
- Reply to acknowledge your letters or emails within three working days, and reply to all letters or emails 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 by calling or emailing your local housing team:

- We will offer you an appointment with a housing officer within 10 working days.

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 advisors 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.

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 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.

Concierge and Security service standards

We will:

- Provide a concierge service on Monday to Friday between the hours of 7am and 7pm, apart from on bank holidays.
- Provide a security service on Monday to Friday between the hours of 7pm and 7am, and 24 hours a day over weekends and bank holidays.
- Patrol the blocks twice a day.
- Keep a daily record of events in the log book.
- Ensure all communal facilities in and around the blocks are operational.
- Respond to enquiries via the telephone, intercom, or face to face.
- Record CCTV footage 24 hours a day.
- Monitor closed circuit television systems and control access and visitors to your block.
- Liaise with emergency services, such as the police.
- Respond to and take appropriate action in emergency situations.
- Help customers with repairs issues.
- Wear a uniform at all times while on duty.

To monitor our service, we will:

- Check that sites are covered every day.
- Visit and check each scheme once per week.
- Survey our residents about the service.

We ask you to...

- Report incidents to our concierge or security staff.
- Not allow unauthorised people entry to the blocks.
- Be polite and respect our staff and other residents.

Can you work with us to make the service better?

We are always looking for service users to get involved and help us improve the service. If you would like to find out more about how you can get involved, please contact us.

How to contact us

Call us on one of the numbers below to find out more about:

- Joining us on estate walkabouts and inspections.
- Local resident groups in your neighbourhood.
- Your local housing liaison board.
- Your constituency tenant group.

Erdington, Perry Barr and Sutton Coldfield	**0121 303 7048**
Ladywood	**0121 303 0419**
Hodge Hill	**0121 303 7250**
Yardley	**0121 303 5054**
Hall Green and Selly Oak	**0121 303 8905**
Northfield	**0121 464 7297**
Edgbaston	**0121 303 9724**

You can also visit our web pages at
www.birmingham.gov.uk/yourestate

Or email your questions, comments or satisfaction survey forms to:
yourestate@birmingham.gov.uk

Concierge and security service standards

This is an important document about our Security Services for flats 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 **خدماتنا الأمنية للشقق السكنية** ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم محتوى هذه الوثيقة، نرجو أن تطلب من صديق أو قريب لك يتحدث الإنجليزية أن يتصل بمكتب الخدمات الاجتماعية "نيبرهود أوفس" الخاص بمنطقتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

BENGALI

ফ্ল্যাটসমূহের নিরাপত্তার বিষয়ে আমাদের সেবাসমূহ এবং আমাদেরকে এসব সেবা সম্পর্কিত যেসব মান অর্জন করতে হয় সে বিষয়ে এটি একটি গুরুত্বপূর্ণ তথ্যপত্র। আপনি এই তথ্যপত্রটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন, আপনার এমন একজন বন্ধু বা আত্মীয়কে আপনার পক্ষে আপনার স্থানীয় নেবারহুড অফিস বা হাউজিং টিমের সঙ্গে যোগাযোগ করতে বলুন। আমরা তখন একজন দোভাষী সহ আপনার সাথে দেখা করার ব্যবস্থা করব।

CHINESE

這是一份有關我們單元住宅保安服務的重要文件，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 سند مهمی است درباره "خدمات ما برای تامین امنیت اپارتمانها" واستاندارد 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 دفتر محله تان (نیبرهودآفس) یا گروه تهیه مسکن تماس بگیرند. سپس ما قرارخواهیم گذاشت وهمراه با یک مترجم با شما ملاقات خواهیم کنیم.

FRENCH

Le présent document est important. Il concerne notre service de Sécurité pour Appartements 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

ئەمەبەڵگەنامەیەکی گرنگە دەربارەی خزمەتەکەمان بۆ دابین کردنی ئاسایش بۆ فلاتەکان و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستەلەسەرمان ئەنجامی بدەین. ئەگەر تۆ لەم بەڵگەنامەیەتێناگەیەت ئیتر تکایەداوا بکەلەبرادەریک یان خزمێک کەوا زمانی ئینگلیزی قسەبکات بۆ ئەوەی لەجیاتی تۆ پەیوەندی بکات بە(نەییەرهود ئۆفیس – ئۆفیسی کانسل بۆ ئامۆژگاری) یاخود تیمی خانوو. ئینجا ئەو کاتەئێمەوەرگێر (موتەرجم) دابین دەکەین بۆ چاوپێکەوتنی تۆ.

POLISH

Jest to ważny dokument dotyczący zabezpieczeń mieszkań 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 ਤੁਹਾਡੇ ਫ਼ਲੈਟਾਂ ਦੀ ਰਾਖੀ ਵਾਸਤੇ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ 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 ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗੇ।

PUSHTO

دامهم سندد"زمونږخدمتونه داپارتمانونوامنیت برابرول" اودخدمتونوستندردپه باره کی دي چه مونږبایدهغه 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(نیبرهودآفس) یا دکوربرابرونی ډلی سره تماس ونیسی. بیا مونږبه وخت وټاکواویوترجمان به هم وغواړوچه تاسی سره کتنه وکړو.

SOMALI

Kani waa qoraal rasmi oo muhiim ah kuna saabsan adeegeena Amniga/Nabada flaatyada 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 guriyeynta isagoo magacaaga ku hadlaaya.. Ka dib anagaa diyaarin doona inaan kuula kulano iyadoo turjumaana la keeno.

URDU

یہ فلیٹوں کے تحفظ کے سلسلے میں اوراس کے لیئے ہمارے مطلوبہ میعار 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, or on audio cd or tape, please call 0121 303 2906.

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