Your tenancy

Empty Property Repairs Standard

Service Standards

Housing and Constituencies

Birmingham City Council

Contents

Our commitment to you 3
About these service standards 3
General customer service standards 3
Empty property repairs service standards 6
– Inside the property 6
– Outside the property 9
Can you work with us to make the service better? 10
How to contact us 10

Our commitment to you…

Birmingham City Council and its repairs partners will make sure that your new home is clean, safe and ready to move into. It will be repaired to the Birmingham Empty Property Repairs Standard and be structurally sound, secure and free from disrepair and damp.

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 services, including this one.
- The service standards for the Empty Property Repairs 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.

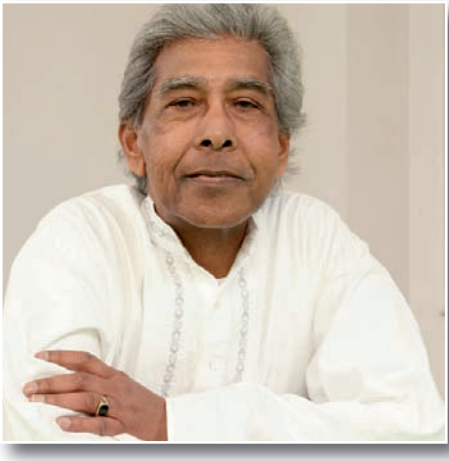
When you access the housing service through a neighbourhood office:

- 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.

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 document 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.



Empty Property Repairs Service Standards

Birmingham City Council aims to provide homes that are clean, safe and ready to move into. We have an empty property repair standard and our repairs contractors work to this standard to make sure that homes are fit to live in.

Here is a list of standards that every empty property will meet before it is let to a tenant.

Inside the property

Kitchen

- There will be a minimum of a sink unit, another base unit and a wall unit.

- There will be a worktop.
- All floor, wall and work surfaces will be clean and in good working order. All surfaces will be in a condition that allows you to clean them.
- The sink and drains will be working and not blocked.
- There will be a gas or electric cooker point in the kitchen.
- There will be a row of tiles above the work surfaces.

Bathroom

- The toilet, sink and bath will be in good working order.
- There will be a row of sealed tiles around the bath and sink.
- All surfaces, including the toilet, sink and bath, will be clean.
- All surfaces will be in a condition that allows you to clean them.

Gas, electric, heating and hot water

- There will be a heating appliance, in good working order, in the main living room area. This facility will be available on the day that you move in.
- The gas and electric supply to your home will be in good working order on the day you move in, and checked and tested.
- A copy of gas and electrical safety certificates will be provided.
- A hot water supply will be available.

Doors, floors and stairs

- Any missing and broken floor tiles in the kitchen and bathroom will be replaced with a surface that you can clean.
- Missing or broken tiles in any other room will be replaced or patched.
- All internal timbers such as floorboards and stair treads will be in good repair. Any damaged or rotten timbers will be repaired, treated, renewed or removed.
- All external and internal doors will be fitted, secure and in good working order.
- All door handles, locks and fittings will be securely fixed and in good working order.

Glazing

- Cracked and broken windows will be replaced on the day you move in.

Decoration

Tenants are responsible for decoration, however we will:

- remove graffiti

- strip severely damaged wallpaper
- paint polystyrene tiles with fire retardent paint
- repair any severely damaged large areas of plaster
- in exceptional circumstances where decorations are very poor we will issue vouchers towards the cost of redecorating.

Cleanliness

- All waste or building rubbish will be cleared from inside and outside the property, including rubbish from garages, sheds, outhouses and lofts.

- All floors and surfaces will be clean.
- All sanitary fittings will be clean.

Window frames

- All windows will be wind and watertight, usable and complete with handles.
- Window frames that need renewing will be ordered and replaced. This work will be carried out as a routine repair and completed within 30 days of you moving in or as part of a planned window renewal programme.

Other facilities

- Curtain battens will be in place.
- An energy efficient light bulb will be provided in every room.

Outside the property

Gardens

- Any trip hazard to slabbing and pathways that we find will be removed.
- Broken fencing will be removed. Replacement fencing will normally be fitted after you move in.
- Rubbish will be removed.
- In exceptional circumstances when the garden is severely overgrown, and the customer is unable to carry out such work we will cut back the garden. This work may be completed after letting.

Roofs and gutters

- Roofs will be watertight. Any leaks we find will be repaired.

Non-standard fittings

- Non-standard fittings are improvements such as showers, fire surrounds and verandas that the previous tenant fitted and are a tenant's responsibility to maintain. We will check these are safe and suitable for use before leaving them in place. These will NOT be replaced once it becomes too expensive to repair them, and we will then remove them.
- You should report all other non-urgent repairs to the repairs call centre for your area.

To monitor our performance against these standards and improve our service, we will:

- Check 50 per cent of our completed empty properties against the Empty Properties Repairs Standard.
- Hold regular meetings with our repairs contractors.

- Examine the feedback from every new tenants' survey.
- Involve tenant representatives during the repair period to help us monitor standards.

In return we ask you, our tenants, to:

- Look after your new home, so that you will not be charged for future repairs due to damage, vandalism or neglect.
- Keep your garden maintained and free from rubbish.
- Not smoke in communal areas.
- Make sure that hazardous materials are not stored in your home or within your property boundary.

- Complete and return your 'New Tenants Survey' shortly after you move in.
- Contact your local Empty Properties Team if the property does not comply with the Birmingham Empty Property Repair Standard.

Can you work with us to make the service better?

We are always looking for council tenants and leaseholders to join us as tenant inspectors to help us monitor repairs to our empty properties. If you would like to find out more about this role and other ways you can get involved please ring us on one of the numbers listed below.

How to contact us

Erdington, Perry Barr and Sutton Coldfield
0121 303 7062

Ladywood
0121 675 1394

Hodge Hill and Yardley
0121 303 1561

Hall Green and Selly Oak
0121 303 7554

Northfield and Edgbaston
0121 464 5606

Email questions, views or completed new tenant surveys to HOUVOIDPOLICY@birmingham.gov.uk

Empty Property Repairs Standard service standards

This is an important document about REPAIRING EMPTY 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 **إصلاح العقارات الفارغة** 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

খালি ঘর মেরামত করা 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

這是一份有關維修空置房屋（Repairing Empty Properties）的重要文件，內容還關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 تعمیرکاری خانه های خالی واستانداردهای 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 (نیبرهودأفس) تان یا گروه تهیه مسکن تماس بگیرند. سپس ما قرارخواهیم گذاشت وهمراه با مترجم با شما ملاقات خواهیم کرد.

FRENCH

Le présent document est important. Il concerne les RÉPARATIONS DES PROPRIÉTÉS VIDES 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 چاک کردنەوەی بنایەی بەتاڵ و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستە لەسەرمان پێشکەشی بکەین و ئەنجامی بدەین. ئەگەر تۆ لەم بەڵگەنامەیە تێناگەیەت ئیتر تکایە داوا بکە لە برادەریک یان خزمێک کەوا زمانی ئینگلیزی قسە بکات بۆ ئەوەی لە جیاتی تۆ پەیوەندی بکات بە (نەیبەرهود ئۆفیس – ئۆفیسی کانسل بۆ ئامۆژگاری) یاخود تیمی خانوو. ئینجا ئەو کاتە ئێمە وەرگێر (موتەرجم) دابین دەکەین بۆ چاوپێکەوتنی تۆ.

POLISH

Jest to ważny dokument dotyczący RENOWACJI PUSTYCH LOKALI MIESZKANIOWYCH, oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli niniejszy dokument jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomi lub krewni, którzy znają 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 **ਖ਼ਾਲੀ ਮਕਾਨਾਂ ਦੀ ਮਰੰਮਤ ਕਰਨ** 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 ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗੇ।

PUSHTO

دامهم سندد په کرایه ورکول اودخدمتونوستندردپه باره کی دي چه مونږبایدهغه ترسره کړو. که تاسی په دې سند نه پوهیږی، نودخپل بوملګری یا خپلوی نه چه په انګلیسی ژبه خبری کولی شی، غوښتنه وکړی چه ستاسی له خواستاسی دسیمی ګاونډی دفتر(نیبر هودأفس) یا دکورېرابرونی ډلی سره تماس ونیسی. بیا مونږبه وخت وټاکواوپوترجمان به هم وغواړوچه تاسی سره کتنه وکړو.

SOMALI

Kani waa qoraal rasmi ah oo ku saabsan DAYACTIRKA GURYAHA MARAN 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 خالی مکانات کی مرمت اوراس کے لیئے ہمارے مقرر کردہ 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 وُہ 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, on audio cd or tape, please call your local housing team.

HOUS 10028

HouCom 09.932 10/09 2K2C