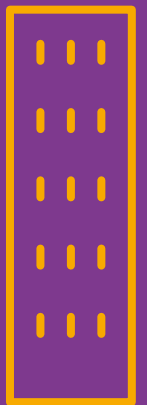




# WISE MOVE

## Service Standards



We aim to provide an excellent Wise Move service and help and support and provide an incentive to encourage current BCC council tenants to voluntarily downsize their homes if they have one or more bedrooms they no longer need.

### **Once you have an agreed Tenancy Start Date we will:**

- Assess your eligibility and the package of support available to you within 48 hours.
- Contact you via telephone or email within 48 hours of assessing your eligibility, to discuss what goods and services we can offer you and discuss mutually convenient date for your move.
- Liaise with our contractors to arrange for them to provide the goods and services agreed.
- Arrange your move with our approved Removal Contractor
- Always treat you with respect and courtesy
- Be polite, helpful, and professional
- Respond to any enquiries within 3 working days
- Keep you informed and updated on any issues that affect your move
- Deal with any complaints or compliments promptly and fairly
- Offer you a range of ways to contact us, including online, or by email
- Provide information and advice in clear and accessible formats
- Respect your privacy and confidentiality
- Provide interpretation and translation services if you need them

### **We expect you to:**

- Treat our staff and contractors with respect and courtesy
- Provide us with accurate and up-to-date information
- Let us know if your circumstances change
- Keep any appointments or agreements you make with us or our contractors
- Give us feedback on our customer service

### **To monitor our service, we will:**

- Housing Officers and Managers will conduct monthly reviews on all cases and perform audits to ensure that we are keeping our word and following through with our service standards.
- We will use performance reports to monitor that we are meeting these standards.
- We will consistently review this standard based on the feedback we receive through complaints and compliments, and strive to incorporate it into our policies, procedures, and future delivery plans.

### **To obtain your Feedback we will:**

- Provide instructions and encourage you to complete a Customer Satisfaction Survey so you can tell us about your experience with how we handled your Wise Move.
- Listen to you and take your views into account when reviewing our policies, procedures, and future service delivery.

### **Our Response Times**

- We will check your eligibility and contact you via phone or email within 48 hours
- Respond to any queries you have within 3 working days
- Keep you informed of the progress of your referral on a 2 weekly basis and contact you if there are any delays or issues.
- We should complete your move within 5 weeks from time of Tenancy Start Date.

### **How to contact us**

- Contact us via email at the following:  
**WiseMove@birmingham.gov.uk**
- You can also visit our web pages at  
**www.birmingham.gov.uk** -  
Select: - '**Housing**' and search  
**'Move to a Smaller Property'**

