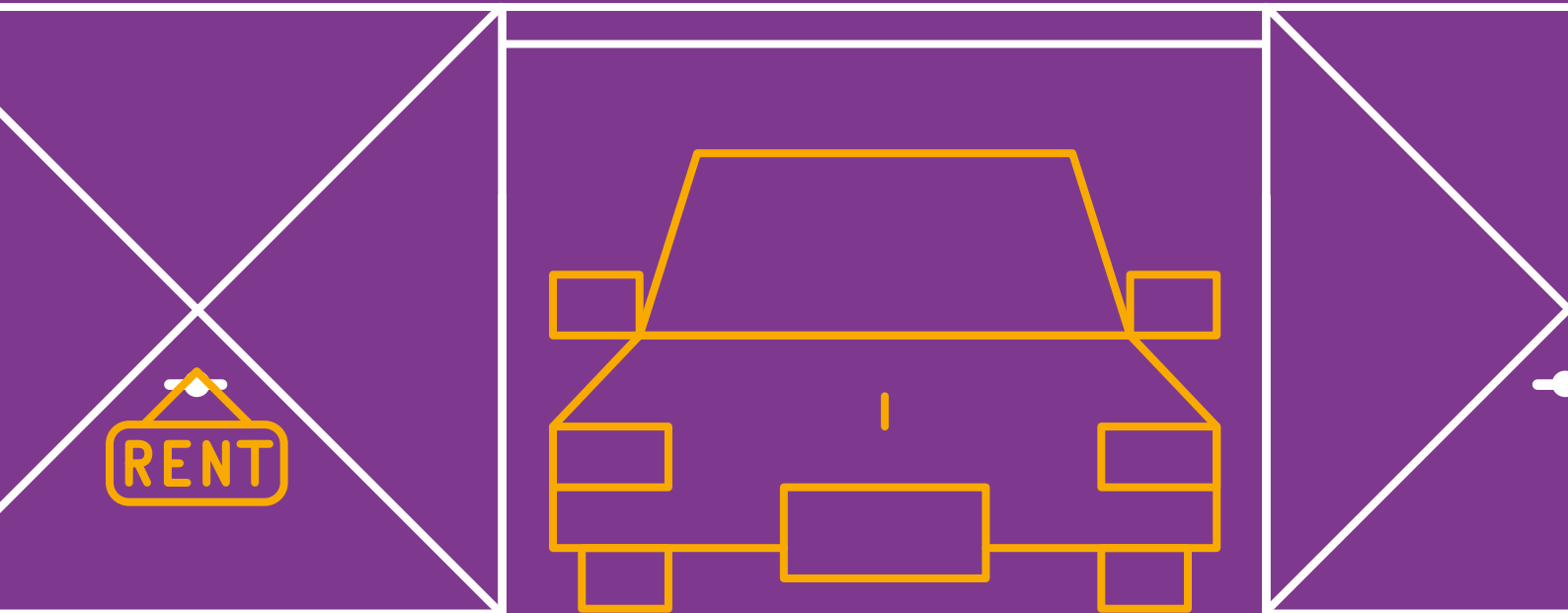


GARAGES VOID & LETTING

Service Standards



OUR COMMITMENT TO YOU...

Birmingham City Council manages 7000+ garages throughout the city. We will inspect garages that become vacant and relet them to applicants registered for a garage from the waiting list. We will review our service standards annually. We will incorporate customers suggestions into our service.

About the service standard

This document tells you what you can expect from us, specifically relating to renting a garage from Birmingham City Council. We will monitor our performance against these service standards and share the results. We will review the service standards annually.

Void standard

The Garage Service goals are to:

- Sustain garage tenancies.
- maximise our income from garage rentals.
- reduce the number of garage voids (empty garages) that we own.

Start of a tenancy

When a garage becomes void (falls empty), we will:

- close the previous account for the garage.
- inspect the garage.

We will always inspect a recently vacated garage to make sure:

- the previous licensee (tenant) has removed all their possessions.
- the garage is fit for re-allocation.

We will fix any obvious repairs during the inspection as long as the garage can be re-let immediately.

We can only inspect void garages when we allocate them. We do not have the capacity to inspect all void garages regularly.

Any new tenant has ten working days to accept an offer on a new garage. After this, we will withdraw the offer.

Keys

We have one set of 2 keys for each garage.

We issue all the keys we have for a garage at the start of the tenancy.

We do not keep a master key or spare set of garage keys for any of our garages.

Letting standard

Our letting standard sets out:

- what you can expect from Garage Services
- what we expect from garage licence holders

WHAT YOU CAN EXPECT FROM GARAGE SERVICES

We will make sure that:

- you get at least two garage keys at the start of your tenancy.
- your garage door is in working order, and that you can lock and secure your garage.
- your garage is dry on the day we inspect it.
- your garage will be empty for you to occupy.
- we will inspect the roof to check there are no obvious repairs needed.
- all brick work in the garage will be sound.
- the hardstanding area is free from trip hazards.
- you can occupy the garage without interruption or interference from us for the whole of your tenancy. We will do this as long as you do not break any of the conditions of the tenancy.

Repairs

The council will cover the cost of any repairs to your garage that are due to wear and tear during your licence agreement. This includes repairs to the:

- doors
- roof
- brick work
- guttering
- fascia

Utilities

We do not supply water or electricity to any of our garages.

Rent:

We will

- Explain how much garage rent you have to pay and how often.
- Give you advice on different ways of paying your garage rent.
- Make it easy for you to pay your garage rent .

WHAT TO EXPECT FROM OUR OFFICERS

- Officers will be professional, courteous and treat you with respect.
- They will keep all discussions and records confidential and adhere to the General Data Protection Regulations.
- We will provide you with advice and guidance at different stages of the garage process to support you from the application stage through to successfully renting a garage.
- We will respond to your inquiry within 10 working days.

WHAT WE ASK OF YOU

On Application

- That you provide us with the information we need during the application and letting process for example: proof of identity.
- Let us know within 10 working days whether you are interested in the garage that you have been offered.
- That you attend a viewing and you are on time for appointments that have been scheduled

Use of the Garage

- You can use your garage to store most items, including a privately owned motor vehicle. You cannot use your garage to store anything that is flammable (easily catches fire and burns) or anything that contains harmful substances. This does not include any fuel or oil in the tank or engine of a vehicle.
- All contents and vehicles that are stored in the garage at your own risk. We will not be responsible for any damage to contents, fixtures, or fittings.
- The responsibility of taking out insurance for possessions and property in the garage is with the garage licensee.
- That you report any repairs to the Contact centre on 0121 216 3330 or via www.birmingham.gov.uk/order-a-repair on the day of the event.
- That you engage with us and allow us access to the garage to carry out inspections and necessary repairs or improvements.
- That you look after your garage and inform us if you wish to end the garage tenancy by giving 1 weeks' notice and return the keys.
- The garage must be empty and clean when you return the keys. We may charge you for any items that have been left and require disposal.

Rent

- Pay your rent on time to prevent the risk of losing your garage.

- Contact us immediately if you cannot pay your garage rent, so we can look at ways to help. You can do this by:
 1. Call us on our Customer Services telephone number **0121 675 2006**.
 2. Email us at **rent@birmingham.gov.uk**
 3. Visit our web pages at: **www.birmingham.gov.uk/rent** where you will find more information about the service we provide and the actions we take. You will also be able to access a variety of tools and forms to help you manage your account, such as registering for a BRUM account which will provide you with access to your rent statements.
- Work with us to clear your garage arrears should you fall into arrears.

General

- That you provide us with feedback on your experience throughout this process. This helps us to continually improve our services.
- That you treat staff with respect.

To monitor our service, we will:

- We will regularly review our performance and customer satisfaction with the service against our internal performance indicators.
- Carry out full investigations into any queries or complaints raised by tenants relating to our service and provide a full and comprehensive response within 10 working days (or advise you if we need longer in order to provide a response).
- We will report performance in our annual report.
- We will regularly review our service standards.

CAN YOU WORK WITH US TO MAKE THE SERVICE BETTER?

- We are always looking for tenants to get involved and help us improve our service. If you would like to offer any comments or suggestions, please contact us.

How to contact us:

- Call us on our Customer Services telephone number **0121 303 5054** (option 4) to find out more
- Or contact us via Email at: **BCCHOUSING@Birmingham.gov.uk**
- You can visit our web pages at **Garages void and letting standards | Rent a garage from us | Birmingham City Council** where you will find more information about the service we provide.

