

Advice for private tenants

Service Standards



Housing and Constituencies

Our commitment to you...

We will provide a service offering advice and guidance on housing conditions and tenancy rights to private tenants in Birmingham.

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 private rented services (advice for tenants) 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.
- 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.

Accessing the housing service through a neighbourhood office:

- If you have an appointment you will be seen within five minutes of your appointment time.



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 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.



Advice for tenants' service standards

If you're a private tenant contacting us for advice or to request a service we will:

- Respond to a request for emergency help on the same day you contact us. Emergencies are when tenants are:
 - threatened with immediate eviction, or
 - locked out by their landlord, or
 - essential services (such as electricity, gas or water) are disconnected.
- Contact you the following working day if you leave a message for us out of office hours on our emergency telephone number.
- Respond within one working day if you call about harassment or threatened eviction.
- Contact you within one working day when you are referred to us by Birmingham City Council's Home Options service.

- Send a schedule of works to your landlord within 10 working days when we have inspected your home and found defects.
- Respond to complaints about your landlord or the property you live in based on the risk to you or other occupiers. Listed below are the priority categories we use and the action we will take in each situation.

Priority 1

The property is causing an imminent risk to your health and safety, such as a fire, electrocution, collapse of the building, major water leak from the roof or internal pipe or no heating in the winter months.

Action we will take

We will immediately contact your landlord and utility companies or other organisations and where necessary arrange an appointment to inspect your home within two working days.

Priority 2

Property conditions likely to cause injury or harmful to you or your family's health and where you have already contacted your landlord and he/she has not responded.

Action we will take

We will contact your landlord on your behalf and where necessary inspect your home within 10 working days.

Priority 3

As described in **priority two**, but where the property poses a low risk to you or your family's health or accidental injury.

Action we will take

A letter will be sent to your landlord within five working days.

Priority 4

The property conditions pose no risk to you or your family's health or accidental injury and the council has no legal powers to force the landlord to carry out the works.

Action we will take

A letter will be sent to your landlord within five working days.

Can you work with us to make the service better?

We value feedback from customers as it helps us to improve and develop our services. If you have any comments about private rented services or would like to join a private tenants' group please contact the Private Rented Services Team.

How to contact us

You can phone us on:

0121 303 5070 or
0121 303 5431

You can email us on:

houdenforcement@birmingham.gov.uk

You can write to us at:

Birmingham City Council
Housing and Constituencies
Private Rented Services
Waterlinks House
Richard Street
Aston
B7 4AA

This is an important document about ADVICE FOR PRIVATE TENANTS 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 النصيحة لمستأجري العقارات الخاصة ومعايير الخدمة التي يتوجب علينا الالتزام 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 بمنظمتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

BENGALI
প্রাইভেট ভাড়াটেনদের জন্য পরামর্শ প্রদান 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 সাফল্য করার ব্যবস্থা করব।

CHINESE
這是一份有關私人租客諮詢服務（Advice for Private Tenants）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絡當地的街坊辦事處。我們將會安排傳譯員一起來見您。

FARSI
این مدرک مهمی است درباره مشاوره برای مستاجرين خانه های شخصی و استانداردهای خدماتی که ما باید برآورده بسازيم. اگر شما این مدرک را نمی فهميد لطفاً از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده می تواند، خواهش کنید که از جانب شما با دفتر محله (نيبر هودا فیس) تان یا گروه تهیه مسکن تماس بگیرند. سپس ما قرار خواهیم گذاشت و همراه ما مترجم با شما ملاقات خواهیم کرد.

FRENCH
Le présent document est important. Il concerne les CONSEILS AUX LOCATAIRES 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 بەلگەنامەیەکی گرنگە دەربارەی ئامۆژگاری بۆ کرێچی خانووی پرایڤیتی و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستە لەسەرمان پیشکەشی بکەین و ئەنجامی بدەین. ئەگەر تۆ لەم بەلگەنامەیە تێناگەیەت ئیتر تکیایە داوا بکە لە برادەرێک یان خەمبیک کەوا زمانی ئینگلیزی قسە بکات بۆ ئەوەی لە جیاتی تۆ پەیوەندی بکات بە (نیبر هودا فیس) - ئۆفیسێ کاتسل بۆ ئامۆژگاری، یاخود تیمی خانوو، شینجا ئەو کاتە ئێمە وەرگیر (موتەرجم) دابین دەکەین بۆ چاوپێکەوتنی تۆ.

POLISH
Jest to ważny dokument dotyczący PORAD DLA PRYWATNYCH NAJEMCÓW, oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli dokument ten jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomy 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 ਘਰਾਂ ਦੇ ਕਿਰਾਏਦਾਰਾਂ ਨੂੰ ਸਲਾਹ ਦੇਣ ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀ ਸੇਵਾ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਹੈ ਜਿਹੜੇ ਸਾਨੂੰ ਪੂਰੇ ਕਰਨੇ ਪੈਣੇ ਹਨ। ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਨਹੀਂ ਸਮਝ ਸਕਦੇ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫੋਨ ਕਰੇ। ਫੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗੇ।

PUSHTO
دامهم سندن دشخصی کورونوکرایه اخیستونکوتنه مشوره او دخمتونوستندردپه باره کی دي چه مونزیایدغه ترسره کرو. که تاسی په دی سندن په پوهیری، نو دخپل یوملگری یا خپلوی نه چه په انگلیسی ژبه خبری کولی شی، غوښتنه وکړی چه ستاسی له خواستاسی دسیمی گاونډی دفتر (نیبر هودا فیس) یا دکوربر ابرونی ډلی سره تماس ونیسی. بیا مونزیه وخت وټاکو او یو ترجمان به هم وغواړو چه تاسی سره کتنه وکړو

SOMALI
Kani waa qoraal rasmi ah oo ku saabsan TALO-SIINTA KIREYSTAYAASHA GURYAHA SI GAAR LOO KIREYSTO iyo heerarka adeega loo baahanyahay inaan gaarno. Haddii aadan fahmin qoraalkan rasmiga ah fadlan waydii qaaxiib 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

URDU
یہ معلومات میں متیم کر یا دہاروں کے لیے ہدایات اور اس کے لیے ہمارے مقرر کردہ معیار کے بارے میں ایک اہم دستاویز ہے۔ اگر آپ اس کو سمجھ نہیں سکتے تو براہ مہربانی اپنے کسی ایسے دوست یا رشتہ دار جو گریزی بول سکتے ہوں کو کہیں کہ آپ کی طرف سے آپ کے مقامی نمبر پر آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر ایک ترجمان کو 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 Private Rented Services Team on 0121 303 5070.