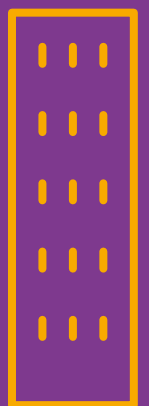




# CITY HOUSING NEIGHBOURHOOD MANAGEMENT

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## Policy



# 1. INTRODUCTION

- 1.1** Birmingham City Council is committed to supporting our citizens to foster vibrant, safe, sustainable and well-maintained neighbourhoods. This policy supports the Council's wider approach to managing our neighbourhoods and aligns with the Regulator of Social Housing's Consumer Standards, in particular the Neighbourhood and Community Standard.
- 1.2** The Council takes a proactive approach to managing our neighbourhoods and we have developed a locality-based approach that ensures that we have a visible presence in our neighbourhoods, meeting our citizens, identifying issues and making sure that we maintain high standards. Our relationship with our citizens is a two-way one with responsibilities on both sides and we expect our citizens to take responsibility, with our support where necessary, to respect and maintain their homes, communal areas and neighbourhoods.
- 1.3** This policy also aligns with the priorities set out in the Council' Housing Strategy for 2023-28:
- 1.3.1 Priority 1:** A strong supply of genuinely affordable housing.
  - 1.3.2 Priority 2:** Citizens can access and sustain the right home for them.
  - 1.3.3 Priority 3:** Neighbourhoods are enhanced and the quality of existing homes are improved.
- 1.4** This policy adheres to all applicable statutory and legal requirements in relation to the local neighbourhood environment, including (but not limited to):
- 1.4.1** Clean Neighbourhoods and Environment Act 2005
  - 1.4.2** Environmental Protection Act 1990
  - 1.4.3** Refuse Disposal (Amenity) Act 1978
  - 1.4.4** The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008
  - 1.4.5** Law of Torts (Interference with Goods) Act 1977
  - 1.4.6** Public Health Act 1936
  - 1.4.7** The Regulatory Reform (Fire Safety) Order 2005
  - 1.4.8** Occupier's Liability Act (1957, Revised 1984)
  - 1.4.9** Health and Safety at Work etc. Act 1974
  - 1.4.10** Antisocial Behaviour Act 2003
  - 1.4.11** Antisocial Behaviour, Crime and Policing Act 2014
  - 1.4.12** Landlord and Tenant Act 1985
  - 1.4.13** Common hold and Leasehold Reform Act 2002

**1.5** Related Documents:

**1.5.1** Antisocial Behaviour Policy

**1.5.2** Hate Crime Policy

**1.5.3** Conditions of Tenancy

**1.5.4** Repairs Policy

**1.5.5** Noise Nuisance Policy

**1.6** This policy does not replace the Council's Conditions of Tenancy for our tenants or the terms of lease for our leaseholders, but is intended to set out our wider responsibilities in managing our neighbourhoods for the benefit of our tenants and other citizens living in these areas who may not be tenants of the Council.

## **2. SCOPE**

**2.1** This policy applies to all identified residential neighbourhood areas where there are existing Council tenants and leaseholders and where there are communal or shared facilities that are the responsibility of the City Housing Directorate to maintain.

## **3. RESPONSIBILITIES**

**3.1** It is important that our relationship with our citizens is a two-way one and for this reason we consider that it is important to have clear and realistic expectations of each other. Our responsibilities as a landlord include:

- Address any Health and Safety risks in communal spaces and neighbourhoods.
- Work with residents to improve properties and neighbourhoods.
- Provide residents with meaningful input on neighbourhood services, performance monitoring, and satisfaction, per regulatory standards.
- Respond promptly to resident concerns with a clear complaints process.
- Collaborate with local services to handle resident issues efficiently.
- Maintain communal and external areas to a safe, clean standard for residents and visitors.

**3.2** Our residents' responsibilities include:

- Keep homes, gardens, and other areas well-maintained per tenancy or lease agreements.
- Report repairs or concerns promptly.
- Help maintain Health and Safety by keeping communal areas tidy, safe, and free from personal items.
- Ensure pets are controlled and do not disturb others.
- Residents are encouraged to support peaceful living in their neighbourhoods and to report any incidents of anti-social behaviour.
- Do not hoard or create hazards for residents, staff, or contractors.
- Obtain suitable home contents insurance.

## 4. OUR NEIGHBOURHOODS

- 4.1** The Council expects that all tenants and leaseholders will act responsibly within their homes and neighbourhoods and adhere to their Conditions of Tenancy or Leaseholder Agreement.
- 4.2** Our Localities Housing team will conduct regular visits to our neighbourhoods to ensure that they are well-maintained and to identify any issues that may need to be addressed. The frequency of these visits will be determined locally, based on regular reviews of relevant data including:
- 4.2.1** Issues/reports relating to antisocial behaviour.
  - 4.2.2** Reported complaints and repairs.
  - 4.2.3** The condition of communal facilities.
  - 4.2.4** Concerns over the maintenance of gardens.
- 4.3** Our Resident Involvement and Tenancy Support Teams will work with Localities and Estates Teams to establish and maintain our presence in our communities, build relationships with our tenants and leaseholders and ensure that any reported neighbourhood concerns are addressed.
- 4.4** The Council works closely with other providers of social housing in our neighbourhoods to ensure that any concerns or issues are investigated and addressed through a collaborative approach. Our approach to collaborative working seeks to ensure that our neighbourhoods are safe, clean and tidy for all citizens.
- 4.5** We aim to achieve this by:
- 4.5.1 Encouraging Customer Involvement:** We aim to provide meaningful opportunities for our tenants and leaseholders to participate in neighbourhood management.
  - 4.5.2 Collaborative Working:** We work with local Councillors, Police, other housing providers, the Community Safety Team, resident groups and other relevant partners to maintain and enhance neighbourhood safety. We meet regularly with Waste Management, our cleaning contractors and other services to discuss ways to maintain or improve our services.
  - 4.5.3 Supporting Local Initiatives:** We aim to support the activities of local communities to deliver improvements to their neighbourhoods.
  - 4.5.4 Community Engagement:** We aim to identify local priorities and improvements through collaboration with local community groups.
  - 4.5.5 Maintaining Landscaped Areas:** We will maintain both our hard and soft landscaped areas.

**4.5.6 Tackling Antisocial Behaviour:** We will work closely with Police, community safety team and other partners to address antisocial behaviour, harassment and hate crime.

**4.5.7 Regulatory Compliance:** We aim to achieve 100% compliance with the Regulator of Social Housing's requirements around fire safety, electrical safety, asbestos, gas and water checks and lift safety in all our properties.

**4.5.8 Regular Inspections:** We will carry out inspections to ensure that communal areas are well-maintained and address any Health and Safety issues. These inspections are carried out with the following frequency:

- **Estate Walkabouts:** Joint estate walkabouts are conducted regularly by local housing staff and residents to monitor the condition of communal areas and identify any issues.
- **High-Rise Blocks:** Full checks are carried out on all high rise blocks every month. Our estate-based staff carry out a daily health and safety inspection of the communal areas of all our high-rise blocks.
- **Low-Rise Blocks:** Inspections are carried out on all blocks that receive a service on a quarterly basis. Blocks that don't receive a service are inspected annually as a minimum but more frequently where there are concerns.
- **Land Asset Inspections:** Inspections are completed across City Housing land on an annual basis to identify any health and safety concerns and potential areas for improvement.
- **Reporting:** All inspections across our housing stock and land are recorded and our performance against our targets is reported both internally and at our resident scrutiny boards.

## 5. CITIZEN & COMMUNITY ENGAGEMENT

- 5.1** We aim to provide opportunities for citizens to make a contribution to their community and we are strengthening our local involvement opportunities across the city. We will publish clear and relevant information for our residents about the services that are provided, and any activities being undertaken within their block and estate. Where applicable, we will consult with our citizens to enable them to influence the services we provide in their neighbourhoods.
- 5.2** We use communal noticeboards (where the design of the block permits) to display relevant information around the management of the block how our citizens can access our services.
- 5.3** Across the city there are numerous opportunities for residents to get involved:
- 5.3.1 Estate Walkabouts:** Residents can join our staff on regular estate walkabouts to inspect the condition of communal areas, identify any issues and suggest improvements.
  - 5.3.2 Block Inspections:** Residents can become bloc inspectors, working with us to monitor the cleanliness and maintenance of high and low-rise blocks.
  - 5.3.3 Local Involvement Boards:** Residents can join local involvement boards to discuss neighbourhood priorities, improvement plans and regeneration projects.
  - 5.3.4 Community Projects:** Residents can participate in community projects aimed at improving the local environment.
  - 5.3.5 Training and Support:** We provide training and support to residents who wish to participate in neighbourhood management.
  - 5.3.6 Feedback Mechanisms:** Residents can provide feedback through surveys forums and direct interaction with our staff.
- 5.4** We seek to collaborate with citizens to drive neighbourhood improvements through projects funded by the Estate Improvement Budget. The priorities are developed by citizens and local partnerships to deliver neighbourhood improvements. Local Estate Teams also work on delivering smaller scale projects with citizens through our "You Said We Did" approach which responds directly to more localised improvements.

## **6. OUR SERVICES**

### **6.1 Communal Grounds Maintenance**

- 6.1.1** Our Housing Management Service works in partnership with the Council's grounds maintenance service provider to ensure that our communal land is well-maintained. We hold regular meetings with our service providers and partners to ensure that our standards are being met. We consult with our residents on the quality of the services provided and give feedback to our service providers and partners and to our residents. Our residents are responsible for keeping their gardens, and any communal shared garden area, neat and tidy.
- 6.1.2** Our grounds maintenance service provider also carries out an inspection regime of all trees on communal housing land. They also carry out works to trees in our tenants' gardens when issues are reported and they meet the threshold of "dead, dying or dangerous" trees.

### **6.2 Our Communal Grounds Maintenance takes place as follows:**

#### **6.2.1 Grass Cutting**

- 6.2.1.1** Grass will be cut up to 10 times during the growing season.
- 6.2.1.2** Litter will be removed from grassed areas before mowing.
- 6.2.1.3** Grass cuttings will not be left on paths after mowing.
- 6.2.1.4** Strimming around obstacles will be completed within 24 hours of grass cutting.
- 6.2.1.5** Hard surfaces will be treated three times per year to control weeds.

#### **6.2.2 Tree Maintenance**

- 6.2.2.1** Regular inspections and necessary works will be carried out to trees in communal and amenity areas.
- 6.2.2.2** Residents should immediately report any trees that appear unsafe or dangerous.

#### **6.2.3 Shrub Bed Maintenance**

- 6.2.3.1** Shrub bed areas will be maintained twice per year as part of the amenity programme.
- 6.2.3.2** Enhanced services, including additional grass cuts and shrub bed maintenance, will be provided at Sheltered Housing sites.

#### **6.2.4 Playground Management**

- 6.2.4.1** Playgrounds and children's play areas are managed by our partners in Parks and Nature Conservation and are subject to regular inspections for cleanliness and safety.

### 6.3 Communal Cleaning

**6.3.1** Residents are responsible for keeping any communal areas clean, tidy and free from rubbish, except where there is a Service Charge applied which covers this work.

**6.3.2** Our properties receive a scheduled cleaning service, completed by our in-house Estate Caretakers, however in some schemes this work is carried out by our cleaning contractors. The service is regularly audited by our Estate Services team and all blocks are expected to receive a "satisfactory" grading as a minimum.

**6.3.3** Information on our cleaning service and times of services and inspections is clearly displayed on our notice boards where permitted. The schedule for our cleaning services is as follows:

#### 6.3.4 High-Rise Cleaning

**6.3.4.1 Weekly Cleaning:** Communal areas inside the block are cleaned every week.

**6.3.4.2 Daily Cleaning:** Ground floor entrances and lifts are cleaned daily.

**6.3.4.3 Litter Removal:** Litter is removed from lobbies, halls and corridors within one working day.

**6.3.4.4 Health and Safety Checks:** Daily checks for health and safety risks and communal repairs.

#### 6.3.5 Low-Rise Cleaning

**6.3.5.1 Weekly Cleaning:** Both internal and external communal areas of low-rise blocks are cleaned weekly.

**6.3.5.2 Emergency Cleaning:** An emergency cleaning service is available for low-rise blocks, including outside of normal working hours.

## **7. COMMUNAL AREAS**

- 7.1** We ensure that communal areas are free of hazards and obstructions, with regular inspections and removal or stored materials where necessary. These “land asset inspections” are carried out annually. In areas where the land may not be owned by the Council but it has an impact on our neighbourhoods, we will work with local partners to resolve the issues.

## **8. OUR SERVICES**

- 8.1** Residents are responsible for reporting any issues relating to vermin, pests or insect infestations. If the cause of the infestation is the resident’s living conditions or lifestyle, we will provide guidance on how to address the problem to prevent future occurrences.
- 8.2** Residents must undertake any necessary remedial works to bring their property or garden to an acceptable standard to prevent infestations. If a resident fails to meet their obligations to rectify an infestation, we will take appropriate action to encourage and support them to adhere to their Conditions of Tenancy. We will provide support and advice as necessary, especially where we identify additional support needs or vulnerabilities. Persistent failure to meet tenant responsibilities will be considered a breach of the Conditions of Tenancy and all avenues for resolution will be considered including involving external agencies, recharging residents for works carried out, and legal remedies.
- 8.3** If an infestation occurs in a communal area, we will take action to eradicate the infestation and prevent a recurrence; this may include working with residents to eliminate food sources or other issues encouraging pests.
- 8.4** We will ensure that all empty properties, including external areas, are free from infestations prior to being let. Further information can be found in our Lettings Policy and our Void Property Standard.

## 9. FIRE, HEALTH AND SAFETY ITEMS WITHIN COMMUNAL AREAS

- 9.1** The Regulatory Reform Order (Fire) (2005) requires all high and low-rise blocks to undergo a periodic Fire Safety Risk Assessment; this applies to communal areas only. We will ensure that every communal area is covered by a Fire Risk Assessment.
- 9.2** Our approach is to carry out these assessments in a rolling period of no more than three years, however they may be more frequent depending on the overall risk level identified.
- 9.3** In addition to these inspections, we will visit every communal area at least annually to ensure that it is free of hazards and that we are complying with our obligations as a landlord.
- 9.4** We operate a zero-tolerance approach to items being stored or kept in communal areas, as these may present an obstruction to escape from the block in an emergency. Where high-risk items are found to be being stored or kept in communal areas (such as mobility scooters, motorcycles or mopeds or other vehicles powered by combustible fuels, items considered combustible or flammable etc.), we will contact the resident responsible and ask them to remove it immediately. Failure to comply would be considered a breach of the Conditions of Tenancy causing a potential serious risk to other residents and visitors. We will arrange for the item(s) to be removed immediately by our officers or contractors acting on our behalf.
- 9.5** For other items not considered an immediate risk, we will place a notice on the item(S) requesting that they are removed within seven days. After this time, we will remove the items if they remain in place and we will not be responsible for any compensation to the owner for the loss of the item(s).
- 9.6** Where there are repeated incidents of this type, we will consider that residents have breached their Conditions of Tenancy and will take appropriate action. We will consider any extenuating circumstances and reasonable adjustments where necessary.

## 10. ENTRANCE DOORS

- 10.1** We recognise that our residents want to feel safe in their homes and that well-maintained door entry systems play a vital role in this.
- 10.2** We have a statutory duty to carry out inspections of all flat entrance doors on an annual basis, irrespective of tenancy type. This is to ensure that the doors are compliant with the relevant requirements. We will notify residents of the scheduled time and date for these visits by way of a notice(s) in the communal area(s).
- 10.3** Where we are responsible for the maintenance of communal door entry systems and/or automated entry gates they will be installed and maintained by appointed service contractors.
- 10.4** To ensure the safety of our residents and the security of our buildings and estates, we will investigate instances where we may have reason to believe that a door system has been tampered with or intentionally damaged. Where we identify repeat repairs of a similar nature we will issue warning letters to residents of the block or open and antisocial behaviour case.
- 10.5** All door entry and gate systems are installed to ensure that where they fail, they fail in an open position.
- 10.6** Specialist systems will be dealt with by an approved contractor under pre-agreed timescales; these timescales will be communicated to any affected residents.

# 11. SECURITY GATES & GRILLES

- 11.1** We recognise that our residents want to feel safe in their homes and that well-maintained door entry systems play a vital role in this.
- 11.2** We have a statutory duty to carry out inspections of all flat entrance doors on an annual basis, irrespective of tenancy type. This is to ensure that the doors are compliant with the relevant requirements. We will notify residents of the scheduled time and date for these visits by way of a notice(s) in the communal area(s).
- 11.3** Where we are responsible for the maintenance of communal door entry systems and/or automated entry gates they will be installed and maintained by appointed service contractors.
- 11.4** To ensure the safety of our residents and the security of our buildings and estates, we will investigate instances where we may have reason to believe that a door system has been tampered with or intentionally damaged. Where we identify repeat repairs of a similar nature we will issue warning letters to residents of the block or open and antisocial behaviour case.
- 11.5** All door entry and gate systems are installed to ensure that where they fail, they fail in an open position.
- 11.6** Specialist systems will be dealt with by an approved contractor under pre-agreed timescales; these timescales will be communicated to any affected residents.
- 11.7 Installation of Security Gates & Grilles**
- 11.7.1** Residents are not permitted to install their own security gates or grilles to doors or entrances.
- 11.7.2** Unauthorised installations can obstruct access for emergency services and create significant risks in the event of fire, flood, or other emergencies where immediate entry may be required. For this reason, permission will not be granted for the installation of such security measures.
- 11.7.3** Where security gates or grilles have already been installed without approval, residents will be required to remove them upon request. Failure to comply may result in further action in line with tenancy conditions.

## 12. LIFTS

- 12.1** Where we are responsible for the maintenance of communal passenger lifts, we will use a service contractor to carry our service and maintenance. We monitor our service contractor's performance and communicate our performance to our residents. Where a communal passenger lift is out of service and cannot be repaired immediately, we will inform residents and keep them updated until repairs are carried out.
- 12.2** In some cases where lifts are out of service due to disrepair for an extended period, we will consider temporarily decanting affected residents on a case-by-case basis.

## 13. GRAFFITI & VANDALISM

- 13.1** We acknowledge that graffiti causes concern for our residents; where there is persistent graffiti within our blocks or communal land we will treat this as antisocial behaviour in line with our ASB Policy.
- 13.2** We aim to remove racial and hate-related graffiti by the next working day and other graffiti within seven working days. We will remove graffiti where possible but as an alternative we may paint over graffiti. Removal of graffiti on private property is the property owner's responsibility.
- 13.3** Any damage caused by vandalism will be addressed under our Repairs Policy.
- 13.4** We will hold our tenants and leaseholders accountable for vandalism and damage caused by them, members of their household or their visitors; this may include formal legal action under our ASB Policy or Conditions of Tenancy. Any instances of serious or repeated vandalism will be reported to police and any prosecution would be considered a tenancy breach which may result in us taking action to end a tenancy.

## 14. CCTV

- 14.1** Some of our high and low-rise blocks have CCTV installed, which is managed in line with our CCTV Strategy. In collaboration with our residents and partners, we will consider proposals to install CCTV where customers, partners and Police believe that this would enhance the safety or security of an estate or area. The installation of, and operating costs for CCTV will be covered by a Service Charge, following a formal consultation process with all affected residents. We will ensure that any CCTV installation will comply with the relevant legislation and guidance.
- 14.2** We will allow our residents to install their own CCTV equipment if they are able to demonstrate a need for enhanced security, providing that the installation is compliant with the following conditions:
- Camera(s) are positioned at the near or front entrance, covering only that entrance or its approach.
  - The camera(s) do not focus on neighbouring private homes, their gardens, or other areas of private property.
- 14.3** Where residents have installed camera doorbells or similar devices in their properties, we will remind them of their legal obligations around invasion of privacy. Any devices installed must not affect the integrity or operation of any fire safety equipment such as "Q Mark" doors or their surrounds.
- 14.4** Where there is a dispute regarding CCTV, we will offer mediation to all parties; this will not form part of our ASB Policy.

## 15. PARKING & VEHICLES

- 15.1** Residents must park in designated parking areas, and not blocking access for emergency services or waste management vehicles to collect domestic waste.
- 15.2** We do not have designated parking spaces across all our blocks and schemes, however we will ensure that parking areas are maintained and clearly marked for residents.
- 15.3** Parking provision will vary from estate to estate. Where there is a parking scheme in place, residents must not park without a valid permit; this also applies to any visitors.
- 15.4** We ask all residents to park in a way which is courteous and does not impact other residents. Where inconsiderate parking is an issue, we may consider this to be a breach of our Conditions of Tenancy.
- 15.5** Where we identify abandoned vehicles in our designated parking areas or other land relevant to our residents, we will take action to investigate. We will work with the DVLA to identify the owner of any suspected abandoned vehicle(s) and where this is our land, we will arrange for the vehicle(s) to be removed, stored and ultimately disposed of if the owner does not respond to the notice issued. Where we can identify the owner we will charge the costs for the removal, storage and disposal of the vehicle(s). This approach will also apply to other abandoned vehicles such as trailers, boats, caravans etc.

## 16. BULK RUBBISH, REFUSE & FLY-TIPPING

- 16.1** Residents are responsible for ensuring that their refuse and recycling are disposed of safely and tidily and in the appropriate communal bins (where applicable). We work with colleagues in our Fleet and Waste service to ensure that appropriate facilities and arrangements are in place for the disposal, storage and collection of refuse, including recycling facilities.
- 16.2** Residents must not allow their rubbish to cause obstructions, must not dump rubbish in communal areas, or throw rubbish from balconies.
- 16.3** Residents must keep any shared areas clean, tidy and free of rubbish.
- 16.4** We encourage all residents to report any person seen dumping rubbish or fly-tipping. Where we receive reports of fly-tipping, we will arrange removal via our Estate Services team. Where fly-tipping presents a health and safety risk, it will be removed immediately. Any fly-tipping that is not on land owned by the Council is the responsibility of the land owner.
- 16.5** Where persistent fly-tipping is an issue, we will work with our partners to take appropriate action, including the installation of covert CCTV.

# 17. ANTISOCIAL BEHAVIOUR & NUISANCE

**17.1** We want all residents to feel safe, respected, and comfortable in their homes and neighbourhoods. This policy explains how we manage antisocial behaviour (ASB) and everyday nuisance issues.

## 17.2 What Is Antisocial Behaviour (ASB)?

ASB is behaviour that causes harm, distress, or disruption to individuals, communities, or the environment. It includes:

- **Personal ASB** – Targeting individuals or groups (e.g. harassment or intimidation).
- **Nuisance ASB** – Causing annoyance or distress to the wider community (e.g. persistent noise or disruption).
- **Environmental ASB** – Damaging or misusing public spaces (e.g. fly-tipping or vandalism).

## 17.3 Preventing ASB

We work to prevent ASB through:

- Partnership working with Community Safety, and West Midlands Police.
- Community and youth engagement.
- Improvements to shared spaces.
- Encouraging residents to take part in local initiatives.

## 17.4 Reporting ASB

If you experience or witness ASB, please report it to us as soon as possible. We will respond in line with our ASB Policy and service standards.

**Anti-social behaviour (ASB) policy,  
Service standards - Anti-social behaviour**

## 17.5 What Is Not ASB?

Some behaviours may be annoying but are not considered antisocial unless they are persistent or unreasonable. These include:

- Household noise;
- Children playing;
- One-off parties;
- Cooking smells;
- Babies crying;
- DIY during reasonable hours.

### **17.6 What Is Non-ASB Nuisance?**

Non-ASB nuisance refers to everyday behaviour that may cause inconvenience but is part of normal living. Examples include:

- Noise from domestic appliances;
- Domestic noise transfer between homes;
- One-off incidents.

### **17.7 How We Manage Non-ASB Nuisance**

These issues are managed under our Neighbourhood Management Policy and we will seek to address these issues via preventative measures and encouraging good neighbour relations, they will not form part of our ASB Policy. We will:

- Assess all reports to determine the appropriate response.
- Inform you which policy applies to your case.
- Encourage respectful communication between neighbours.
- Offer support such as mediation, referrals, or signposting.
- We do not take tenancy enforcement action for non-ASB nuisance. Tenants receive guidance on expected behaviour and may be asked to sign a Good Neighbour Agreement or conduct mediation.

### **17.8 Property-Related Nuisance**

If nuisance is caused by property issues (not tenant behaviour), we may take practical steps to reduce the impact, such as:

- Providing floor coverings;
- Installing anti-vibration mats.

## 18. EQUALITY & DIVERSITY

- 18.1** The Council is committed to welcoming and valuing diversity, promoting equality of opportunity and tackling unlawful discrimination in accordance with the Equality Act 2010. The Council, in delivering this policy, will have regard to the Public Sector Equality Duty and ensure that no individual is discriminated against based on their sex, sexual orientation, marital status, pregnancy and maternity, gender reassignment, race, religion, belief, disability or age.
- 18.2** This policy has been subject to an Equality Impact Assessment to determine the impact it will have on those groups identified as having a protected characteristic under the relevant legislation.

## 19. COMPLAINTS

- 19.1** For information on the Council's Compliments, Comments and Complaints Policy or to make a complaint, please visit [\*\*Comments, compliments and complaints | Birmingham City Council\*\*](#)

