Repairs, maintenance and improvements to council housing

service standards

for

tenants and leaseholders of Birmingham City Council

www.birmingham.gov.uk/housing
Our commitment to you

As your landlord, Birmingham City Council will make sure that your home is maintained. We work with our contractors to deliver a quality service that will:

- be polite, courteous and helpful at all times
- offer you appointments that meet your needs
- treat your home with respect
- ensure your home is watertight and weatherproof
- ensure your home is safe and secure
- ensure that repairs to your home are carried out to a good standard
- leave your home in a safe and clean condition and in good working order
- complete the work or repairs when we say we will by keeping appointments and completing work within timescales
- where we cannot keep an appointment or cannot complete the work on time we will make sure that you are kept fully informed.
Behaviour we expect from our staff and contractors

Our contractors will:

- introduce themselves and show identification before entering your home
- always wear their uniform
- explain what they will be doing, how the work will affect you and keep you informed of progress
- take care of your belongings and protect them from damage and dust
- make sure materials and tools do not cause a danger to you or your household
- keep mess and noise to a minimum
- make sure electricity, water and gas are connected at the end of each day where it is safe and practical to do so. If we can’t reconnect these services then temporary arrangements should be provided
- clear away any rubbish or building materials from inside and outside the property at the end of each day.

Our contractors will not:

- play music while working without your permission
- use your phone, electricity supply or toilet without your permission
- smoke in your home
- use mobile phones for private phone conversations while working
- accept gifts from you.
Behaviour we expect from you

- Don’t smoke while our contractors visit or work in your home. They have the right to refuse to work in an unsafe or unhealthy environment.
- Provide access to your home to carry out the required work.
- Take any reasonable action you are asked to take. This may involve protecting your possessions from damage or dust, or it may be to keep members of your household safe. This includes visitors, children, pets, council employees and our contractors.

Appointments

When you call to report a repair you will be given the option of a morning or afternoon appointment slot, or a two-hour appointment slot during the following hours:

- 8am to 5pm Monday to Friday
- 8am to 1pm on Saturday.

During the following times, the contact centre will deal with emergency calls:

- from 8pm until 8am Monday to Friday
- all day Saturdays, Sundays and Bank Holidays.
Response times

We will respond to repairs within the following timescales:

- **emergency repairs** – within two hours and complete the repair in one, three, seven or 30 working days
- **urgent repairs** – the response time will depend on the type of repair. Staff at the contact centre will tell you whether we will respond within one, three or seven working days
- **routine repairs** – 30 working days
- **no heating or hot water** if you are considered vulnerable or have young children - two hours
- **gas leak** - one hour.

For gas repairs, we will:

- provide you with temporary heating if we can’t complete the gas repair straight away
- keep you fully informed of timescales if we need to order parts to complete the repair
- repair / renew your council boiler, gas fire or heating system, if needed, within seven working days.

**IMPORTANT**: If you smell gas, please call National Grid on 0800 111 999 immediately.

- Don’t smoke or use naked flames.
- Don’t touch any electrical switches as they may ignite the gas.
- Open windows and doors to let the gas out.
- Switch off the gas at the meter, unless the meter is in the cellar and the smell of gas is coming from it.
- Turn off all gas appliances.
Our contractors

We have four contract areas:

- **Engie** (formerly Keepmoat) cover the North contract area
- **Wates Living Space** cover West-Central contract area
- **Wates Living Space** cover the East contract area
- **Fortem** (Formerly Willmott Dixon Partnerships Limited) cover the South contract area

Modernising and improving our homes

When we carry out improvement works in your home we will:

- work with you before and during the improvement work
- give you choice, providing it is possible, over:
  - the standard range, style and colour of ‘Secured by Design’ doors
  - paint colours for the outside of your home and garages
  - the colour of cupboards, worktops, wall tiles, floor tiles and walls for kitchen modernisations
  - the colour of walls and floor and wall tiles for bathroom modernisations
  - the location of electrical sockets in your home
  - how cables will be fitted inside your home.
We will monitor our performance

We will monitor the following performance:

- Birmingham Promise 1 - We will respond to council housing emergency repairs within 2 hours
- Birmingham Promise 2 - We will resolve council housing routine repairs within 30 days
- Tenant Satisfaction.

Your views

We’d like to hear your views on our service, and any council service, at: www.birmingham.gov.uk/yourviews

Upon completion of every job you will be asked to complete a tenant satisfaction form on the contractors’ handheld computer. A paper tenant satisfaction form is also available.

How to contact us

There are several ways to get in touch with us.

You can visit our website to find information about repairs or improvement work at www.birmingham.gov.uk/repairs

- complete one of our online enquiry forms
- call the repairs contact centre on 0121 216 3330
- call the team that deal with modernising and improving council homes on 0121 303 4036
  - 8.45am to 5.15pm on Mondays to Thursdays
  - 8.45am to 4.15pm on Fridays.