# Buying your council home

## Service Standards

Housing and Constituencies

Birmingham City Council

# Our commitment to you…

The Home Sales service helps tenants who want to buy their council home, which is something you may be entitled to do under a Government scheme called Right to Buy.

If you decide you would like to buy your council home we will assess:

- Your application to buy your home.
- Whether you are entitled to buy your home.
- Whether your home can be sold to you under the Right to Buy scheme.

The law sets out the actions and timescales we must work to for Right to Buy applications.

## 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 home sales.

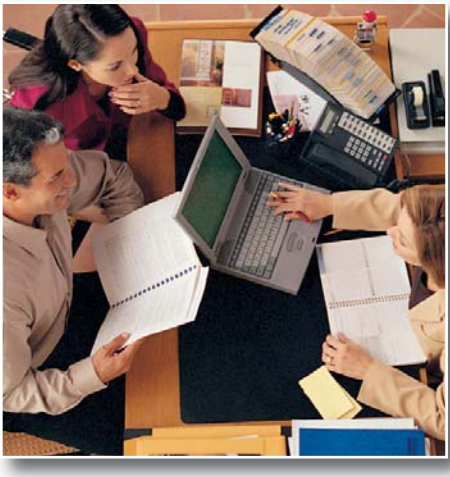
These service standards have been developed in consultation with customers. We will monitor our performance against these service standards and share the results with the users of this service. We will review the service standards annually.

## General customer service standards

Our 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.

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 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.

## Service standards for Home Sales

**We will:**

- Offer you an appointment with a Home Sales assistant within five working days.
- Offer to discuss matters in a private interview room if you come to our offices.
- Provide you with a Right to Buy information pack. Your pack will include the relevant application form, and we will advise you on how to fill this in.
- Provide you with a decision on whether you have the right to buy your home within four weeks of receiving your application.
- If you do not have the right to buy your home, explain why we have turned down your application and provide you with information about how to appeal.

- Once you have the right to buy your home, provide you with a valuation within eight weeks if you are buying a freehold house or 12 weeks if you are buying a leasehold flat or maisonette.
- Advise you on how to appeal against the valuation if you wish.

## Accessing the Home Sales service in person:

- If you have an appointment you will be seen within five minutes of your appointment time.
- 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 five working days.
- Provide a private area for your interview if you would prefer.

## Can you work with us to make the service better?

We are always looking for service users to get involved and help us improve our service. If you would like to get involved, please phone us on **0121 303 7928** or **0121 303 7929**.

## How to contact us

You can contact the Home Sales service in the following ways:

By phone: **0121 303 7928** or **0121 303 7929**

By email:
houhousesales@birmingham.gov.uk

By fax: **0121 464 4418**

By post or in person:
Home Sales Team,
Mole Street,
Sparkbrook,
Birmingham B11 1XA

Buying your council home service standards

This is an important document about BUYING YOUR HOME FROM THE COUNCIL 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

ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم هذه الوثيقة، نرجو أن تطلب هذه وثيقة مهمة حول **شراء منزلك من مجلس البلدية** من صديق أوقريب لك يتحدث الإنجليزية أن يتصل بمكتب الخدمات الاجتماعية "نيبرهود أوفس" الخاص بمنطقتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

BENGALI

**কাউন্সিলের কাছ থেকে আপনার ঘরটি খরিদ করা** 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 সাক্ষাৎ করার ব্যবস্থা করব।

CHINESE

這是一份有關購買政府屋（Buying your home from the council）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係當地的街坊辦事處。我們將會安排傳譯員一起來見您。

FARSI

این مدرک مهمی است درباره خریدن خانه خودازشهرداری واستانداردهای خدماتی که ما باید برآورده بسازیم. اگرشما این مدرک را نمی فهمید لطفاً ازیک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده می تواند، خواهش کنید که ازجانب شما با دفترمحله (نیبرهودآفس) تان یا گروه تهیه مسکن تماس بگیرند. سپس ما قرارخواهیم گذاشت وهمراه با مترجم با شما ملاقات خواهیم کرد.

FRENCH

Le présent document est important. Il concerne L'ACHAT DE VOTRE LOGEMENT AU CONSEIL MUNICIPAL 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 بەڵگەنامەیەکی گرنگە دەربارەی کڕینی خانووەکەت لە کانسل و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستە لەسەرمان پێشکەشی بکەین و ئەنجامی بدەین. ئەگەر تۆ لەم بەڵگەنامەیە تێناگەیەت ئیتر تکایە داوا بکە لە برادەریک یان خزمێک کەوا زمانی ئینگلیزی قسە بکات بۆ ئەوەی لە جیاتی تۆ پەیوەندی بکات بە (نەبیەرهود ئۆفیس – ئۆفیسی کانسل بۆ ئامۆژگاری) یاخود تیمی خانوو. ئینجا ئەو کاتە ئێمە وەرگێر (موتەرجم) دابین دەکەین بۆ چاوپێکەوتنی تۆ.

POLISH

Jest to ważny dokument dotyczący WYKUPYWANIA LOKALU MIESZKANIOWEGO OD RADY, oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli niniejszy dokument jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomi lub krewni, którzy znają 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 **ਕਾਊਂਸਿਲ ਤੋਂ ਘਰ ਖ਼ਰੀਦਣ** ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀ ਸੇਵਾ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਹੈ ਜਿਹੜੇ ਸਾਨੂੰ ਪੂਰੇ ਕਰਨੇ ਪੈਂਦੇ ਹਨ। ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਨਹੀਂ ਸਮਝ ਸਕਦੇ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗੇ।

PUSHTO

دامهم سندد خپل کوردکنسل نه په بیه اخیستل اودخدمتونوستندردپه باره کی دي چه مونږبایدهغه ترسره کړو. که تاسی په دې سند نه پوهیږی، نودخپل یوملګری یا خپلوی نه چه په انګلیسی ژبه خبری کولی شی، غوښتنه وکړی چه ستاسی له خواستاسی دسیمی ګاونډی دفتر(نیبرهودآفس) یا دکوربرابرونی ډلی سره تماس ونیسی. بیا مونږبه وخت وټاکواویوترجمان به هم وغواړوچه تاسی سره کتنه وکړو

SOMALI

Kani waa qoraal rasmi ah oo ku saabsan KA IIBSIGA GURIGAADA GOLAHA MAGAALADA iyo heerarka adeega loo baahanyahay inaan gaarno. Haddii aadan fahmin qoraalkan rasmiga ah fadlan waydii saaxiib 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 la keeno.

URDU

یہ کاؤنسل کے مکان کوخریدنے اوراس کے لیئے ہمارے مقرر کردہ میعار کے بارے میں ایک اہم دستاویز ہے۔اگر آپ اس کو سمجھ نہیں سکتے تو برائے مہربانی اپنے کسی ایسے دوست یا رشتہ دار جوانگریزی بول سکتے ہوں کو کہیں کہ وُہ آپ کی طرف سے آپ کے مقامی نبیر ہڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ہم پھر ایک ترجمان کی 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 0121 303 7928.**