Houses in multiple occupation (HMO) licensing

Service Standards

Housing and Constituencies

Birmingham City Council

Our commitment to you…

We will provide a courteous, efficient and informative service to help landlords understand the laws around HMO licensing. We will also process HMO licence 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 HMO licensing.

These service standards have been developed in consultation with landlords. 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

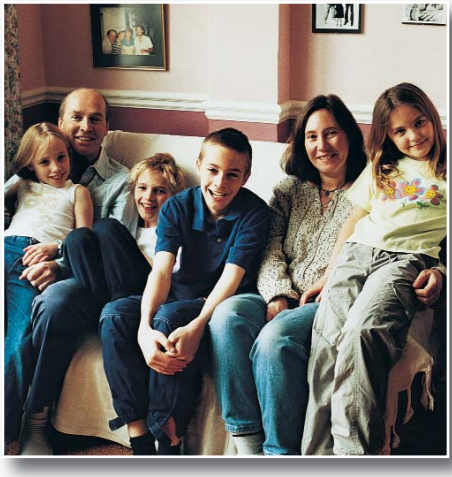
Our general customer service standards are to:

- 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.

Accessing the housing service through a neighbourhood office:

- 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 10 working days.



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.

HMO licensing service standards

We will:

- Send out an HMO licensing pack within two working days of receiving your request.
- Confirm we have received your application for an HMO licence within two working days.
- Write to tell you if there is anything missing from your application within 15 working days.
- Let you know in writing whether or not we intend to grant a licence within 56 days of receiving your completed application.
- Tell you about any conditions to the licence we intend to issue, giving you 21 days to comment on these conditions.
- Explain why we won't issue a licence, if that is our intention, and give you at least 21 days to comment.
- Respond within 10 working days if you contact us to comment about the licence or its conditions.
- Issue the licence within seven working days if we don't hear from you by the response date given for comments.
- Write to you each year to remind you to send us a current Gas Safety Certificate for each licensed property.

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 or would like to take part in any consultation about landlord services please contact the Private Rented Services Team.

How to contact us

You can phone us on:
0121 303 4009

You can email us on:
houenforcement@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 LICENCING HOUSES IN MULTIPLE OCCUPATION 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 **ترخيص المنازل للتأجير لخمس مستأجرين أو أكثر** ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم هذه الوثيقة، نرجو أن تطلب من صديق أو قريب 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

পাঁচ বা ততোধিক ভাড়াটে একটি ঘরে থাকলে তার জন্য লাইসেন্স 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 সাক্ষাৎ করার ব্যবস্থা করব।

CHINESE

這是一份有關發放多租戶房屋牌照（Licensing Houses in Multiple Occupation）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 صدورجوازبرای خانه هایی دارای چندین مستاجر واستاندارد های 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 les DÉLIVRANCES DE LICENCE POUR LES HABITATIONS EN OCCUPATION MULTIPLE 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 بەخشینی مۆڵەت بۆ خانوو کەوا پێنج کرێچی یاخود زیاتری هەبێت و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستە لەسەرمان پێشکەشی بکەین و ئەنجامی بدەین. ئەگەر تۆ لەم بەڵگەنامەیە تێناگەیەت ئێتر تکایە داوا بکە لە برادەریک یان خزمێک کەوا زمانی ئینگلیزی قسە بکات بۆ ئەوەی لە جیاتی تۆ پەیوەندی بکات بە (نەیبەرهود 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 WYDAWANIA LICENCJI NA LOKALE ZAMIESZKAŁE PRZEZ 5 LUB WIĘCEJ NAJEMCÓW, oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli dokument ten jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomi 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 **ਇੱਕ ਘਰ ਵਿੱਚ ਪੰਜ ਤੋਂ ਵੱਧ ਕਿਰਾਏਦਾਰ ਰੱਖਣ ਸੰਬੰਧੀ ਲਾਇਸੈਂਸ ਦੇਣ** 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 ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗੇ।

PUSHTO

دامهم سندد جوازورکول هغه کورونوته چه پکی څوکرایه اخیستونکی اوسیږی اودخدمتونوستندردپه باره کی دي چه مونږبایدهغه ترسره کړو. که تاسی په دي 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 وټاکواوپوترجمان به هم وغواړوچه تاسی سره کتنه وکړو.

SOMALI

Kani waa qoraal rasmi ah oo ku saabsan LEYSIN-BIXINTA GURI DHAWR QOF KIREYSTAAN 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 اُن گھروں جن میں پانچ سے زیادہ کرایہ دار رہ رہے ہوں کے لیئے لائسنس جاری کرنے اور اس 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 جو انگریزی بول سکتے ہوں کو کہیں کہ وُہ آپ کی طرف سے آپ کے مقامی نیبر ہُڈ 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 the Private Rented Services Team on 0121 303 4009.