Your home

Caretaking and Cleaning

Service Standards

Housing and Constituencies

Birmingham City Council

Our commitment to you…

Birmingham City Council believes the quality of the area in which you live is very important. We're committed to maintaining the standards of all communal land, areas and buildings in the neighbourhoods we manage.

If you live in a high rise block of flats, you may receive caretaking and cleaning services. These services are there to make sure the communal areas in an around your blocks are clean, tidy, well maintained and safe. Your local housing team will tell you how you can contact your caretaker.

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 caretaking and cleaning 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 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).
- Reply to acknowledge your letters or emails within three working days, and reply to all letters or emails 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 by calling or emailing your local housing team:

- We will offer you an appointment with a housing officer 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.
- 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 advisors 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 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.

Caretaking and cleaning service standards

We will:

- Clean the communal areas inside the block every week.
- Remove litter from lobbies, halls and corridors within one working day.
- Remove litter from communal gardens and grassed areas every week.
- Clean the ground floor entrance and lifts every day.
- Check for any health and safety risks and communal repairs every day.
- Remove, or report graffiti for removal, in and around your block.
- Carry out emergency cleaning as required in and around your block.
- Wear an official uniform at all times whilst on duty.

To monitor our service, we will:

- Carry out full checks to 100 per cent of high rise blocks every month.
- Survey approximately five per cent of our customers every year.
- Carry out joint inspections with residents.
- Regularly speak to residents to find out how they feel about the service.

We ask you to...

- Put all rubbish and litter in the bins or chutes provided.
- Contact your caretaker if you need advice on how to dispose of large bulky items.
- Remove any mess your dog makes and do not allow your pets to foul the communal areas.
- Keep shared areas free from rubbish or personal possessions.
- Not throw rubbish from windows or balconies.
- Park carefully so that emergency and council vehicles, including refuse trucks, can reach your building.
- Not smoke in communal areas.
- Report vandalism or graffiti to your caretaker or local housing team.
- Contact us if you are not happy with the service provided.

Can you work with us to make the service better?

We are always looking for service users to get involved and help us improve the service. If you would like to find out more about how you can get involved, please contact us.

How to contact us

Call us on one of the numbers below to find out more about:

- Joining us on estate walkabouts and inspections.
- Local resident groups in your neighbourhood.
- Your local housing liaison board.
- Your constituency tenant group.

Erdington, Perry Barr and Sutton Coldfield	**0121 303 7048**
Ladywood	**0121 303 0419**
Hodge Hill	**0121 303 7250**
Yardley	**0121 303 5054**
Hall Green and Selly Oak	**0121 303 8905**
Northfield	**0121 464 7297**
Edgbaston	**0121 303 9724**

You can also visit our web pages at
www.birmingham.gov.uk/yourestate

Or email your questions, comments or satisfaction survey forms to:
yourestate@birmingham.gov.uk

Caretaking and cleaning service standards

This is an important document about our services to Keep Your Estate Clean 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 **خدماتنا للحفاظ على نظافة عقارك** ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم محتوى 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

আপনাদের এস্টেট পরিষ্কার-পরিচ্ছন্ন রাখার বিষয়ে আমাদের সেবাসমূহ এবং আমাদেরকে এসব সেবা সম্পর্কিত যেসব মান অর্জন করতে হয় সে বিষয়ে এটি একটি গুরুত্বপূর্ণ তথ্যপত্র। আপনি এই তথ্যপত্রটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন, আপনার এমন একজন বন্ধু বা আত্মীয়কে আপনার পক্ষে আপনার স্থানীয় নেবারহুড অফিস বা হাউজিং টিমের সঙ্গে যোগাযোগ করতে বলুন। আমরা তখন একজন দোভাষী সহ আপনার সাথে দেখা করার ব্যবস্থা করব।

CHINESE

這是一份有關我們**保持屋村清潔**服務的重要文件，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 سند مهمی است درباره " خدمات ما برای تمیزنگه داشتن ملکیت شما " واستاندارد 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 تان (نیبرهودآفس) یا گروه تهیه مسکن تماس بگیرند. سپس ما قرارخواهیم گذاشت وهمراه با یک مترجم با شما ملاقات خواهیم کنیم.

FRENCH

Le présent document est important. Il concerne nos services afin de Maintenir la Propreté de Votre Quartier 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

ئەمەبەڵگەنامەیەکی گرنگە دەربارەی خزمەتەکەمان بۆ پاراستنی گەڕەکەکەت بەپاکی و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستەلەسەرمان ئەنجامی بدەین. ئەگەر تۆ لەم بەڵگەنامەیەتێناگەیەت ئیتر تکایەداوا بکەلەبرادەریک یان خزمێک کەوا زمانی ئینگلیزی قسەبکات بۆ ئەوەی لەجیاتی تۆ پەیوەندی بکات بە(نەیبەرهود ئۆفیس – ئۆفیسی کانسل بۆ ئامۆژگاری) یاخود تیمی خانوو. ئینجا ئەو کاتەئێمەوەرگێر (موتەرجم) دابین دەکەین بۆ چاوپێکەوتنی تۆ.

POLISH

Jest to ważny dokument dotyczący zabezpieczeń mieszkań 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 ਤੁਹਾਡੇ ਇਲਾਕੇ ਨੂੰ ਸਾਫ਼ ਸੁਥਰਾ ਰੱਖਣ ਵਾਸਤੇ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ 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 سند "زمونږخدمتونه ستاسی دملکیت پاک ساتل دپاره" 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 وټاکواویوترجمان به هم وغواړوچه تاسی سره کتنه وکړو.

SOMALI

Kani waa qoraal rasmi oo muhiim ah kuna saabsan adeegieen Ilaalinta Nadaafada Dhulka/Gurigaada 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 guriyeynta isagoo magacaaga ku hadlaaya.. Ka dib anagaa diyaarin doona inaan kuula kulano iyadoo turjumaana la keeno.

URDU

یہ "اپنی اسٹیٹ کوصاف رکھیئے" کے سلسلے میں اوراس کے لیئے ہمارے مطلوبہ میعار کے بارے میں ایک اہم دستاویز ہے۔ اگر آپ اس کو سمجھ نہیں سکتے تو برائے مہربانی اپنے کسی ایسے دوست یارشتہ دار جوانگریزی بول سکتے ہوں کو کہیں کہ وُہ آپ کی طرف سے آپ کے مقامی نبہر 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, or on audio cd or tape, please call 0121 303 2906.

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