Tenancy Management





Our commitment to you...

We will work in partnership with our tenants to provide tenancies that are well managed.

We will make sure that tenants understand and follow their conditions of tenancy and that we meet our obligations in a fair and consistent way, to agreed standards.

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 Tenancy Management 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 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.
- Offer you an appointment with a housing officer within 10 working days.
- 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.



Tenancy management service standards

Unless otherwise stated, these service standards apply to both secure and introductory tenancies. For more information, please refer to your conditions of tenancy booklet. A copy is available on the Birmingham City Council website at www.birmingham.gov.uk

We've divided these service standards into five sections. They are:

- **1.** How we'll help you understand our obligations to you and your responsibilities to us.
- **2.** How we'll respond to your application to exercise your tenancy rights.
- **3.** How we'll respond to your request for permission to make changes to your home and tenancy.
- **4.** The action we'll take if you break your conditions of tenancy.
- **5.** The action we'll take if other tenants break their tenancy conditions and affect your enjoyment of your home.

- 1. To help you understand our obligations to you and give you advice and assistance to help you meet your responsibilities as a tenant we will:
- Give you a conditions of tenancy booklet with the keys to your council home.
- Explain the conditions of tenancy to you when you sign for the keys.
- Carry out a welcome visit within 20 working days of you moving in to make sure you are settled and are able to fulfil your tenancy obligations.
- Complete a short questionnaire at the welcome visit to find out if you need further help to understand your tenancy obligations.
- Offer help if you find it difficult to maintain your tenancy. This could be through our Tenancy Support Service (your housing team can give you information about this) or another support provider.
- Answer any questions you have about your tenancy conditions.

- Make sure you understand the conditions of tenancy and ask us for advice if you are not sure about anything.
- Keep your conditions of tenancy booklet in a safe place so you can refer to it.
- Not break your tenancy conditions.
- Make sure that anyone living in or visiting your home does not break the tenancy conditions.
- Let us know if you do not think we are meeting our responsibilities as your landlord.
- Let us know if you are not able to keep an appointment.
- Not harass or threaten to harass or use violence towards our employees or other people acting on our behalf.



2. You have rights as a secure tenant. These include rights of succession, the right to exchange and the right to be consulted. We will make you fully aware of your rights. You can find details in your conditions of tenancy booklet or from your housing team.

Succeeding a tenancy

If a tenant dies, a member of their household may have a legal right to succeed the tenancy and become the new tenant. They are called the successor.

We will:

Decide if a household member is a successor, by law, within seven working days of being told about the tenant's death. This is if we have been provided with the supporting information we need to see.

We ask the household member to:

- Tell us the tenant has died as soon as they feel able to do so.
- Provide information needed to confirm their right of succession.

Right to Exchange

This is when one secure tenant swaps their home with another secure tenant.

We will:

- Carry out all visits and inspections within 20 working days.
- Tell you our decisions within 25 working days as long as all the information we have asked for has been provided.

- Complete a Direct Exchange Proposal Form to ask for permission to exchange homes.
- Provide all information we ask for that will support your request.
- Be available for all visits and inspections.
- Make sure you attend the meeting to sign over each tenancy.

Right to be consulted

You have the right to be consulted about significant changes in the way we deliver services to you or in changes to your conditions of tenancy.

If we plan to make any changes that might affect you or your tenancy, we will:

- Consult you about any significant changes to the terms and conditions of tenancy.
- Involve tenants in any significant changes in the way we deliver our services.

Further information on your right to buy your home and your right to repair can be found on our website at www.birmingham.gov.uk/housing.



- **3.** Sometimes, you'll need to get written permission to make changes to your home or tenancy. Examples include if you want to make alterations to your home, run a business from home or fit security gates. In these instances, we will:
- Give a decision on all written requests for permission within 10 working days of receiving any necessary supporting information we ask for.
- Not unreasonably withhold permission.
- Refer any requests made for aids and adaptations to help with your mobility (such as grab rails or a walk in shower) to the correct agency or department within three working days.

- Check your conditions of tenancy so that you know when you must ask for our permission.
- Complete any forms needed to ask us for our permission.
- Provide all information requested by us to support your request.
- Be available for all visits and inspections.



4. If you break your conditions of tenancy we may take action against you. Examples include refusing access for repairs and inspections, causing deliberate damage to your home, using gas cylinder heaters in a flat or having an overgrown garden. More details are available in your conditions of tenancy booklet.

We will tell you if we have reason to believe you have breached your tenancy conditions and give you time to respond before we take any further action. This could include giving you a warning, asking you to pay for damages, getting an injunction or applying to the courts to have you evicted.

There are separate service standards that deal with antisocial behaviour. You can ask for a copy from your local housing team or see them online at www.birmingham.gov.uk/housing

We will:

- Take action against you within 10 working days if we have evidence that you have broken your terms and conditions of tenancy. We will take action within 24 hours if the breach relates to a serious health and safety matter.
- Offer you support if you are having difficulty managing your tenancy. We may need to make a referral to another agency or service. We will do this within three days of becoming aware of your support needs.

- Comply with your conditions of tenancy.
- Make sure that anyone living with you or visiting your home does not break any of the conditions of tenancy.
- Tell us if you need any support to manage your tenancy.

5. If another tenant is affecting your enjoyment of your home, we will take action to resolve the problem. These standards are about minor cases of antisocial behaviour. Details of how we deal with serious antisocial behaviour can be found in the antisocial behaviour service standards or online at www.birmingham.gov.uk/housing

The type of nuisance we mean here includes complaints about noise, neighbour disputes, pets, refuse or parking issues, for example. If you report a neighbour is causing you this type of nuisance, we will:

- Respond to your complaint within 10 working days.
- Explain what we can do to help and agree an action plan with you.
- Contact you at least once every two weeks to tell you about the progress of your case.

- Ask other organisations or services, such as the council's mediation team, to help with your complaint if you give us permission.
- Consult you and give you reasons if we decide to close your complaint.

- Report any nuisance you are experiencing.
- Help us gather evidence. This could be by agreeing to keep an incident diary or allowing noise monitoring equipment to be fitted at your home.
- Consider using approaches such as mediation, where you meet with your neighbours and an independent mediator, to try and solve the problem.

Can you work with us to make the service better?

We are always looking for council tenants to get involved and help us improve our service. If you would like to get involved please phone us on the number listed for your area over the page.



How to contact us

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

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

Edgbaston **0121 303 5359**

Erdington, Perry Barr and Sutton Coldfield **0121 303 7048**

Hall Green and Selly Oak 0121 464 3626

Hodge Hill **0121 303 7128**

Ladywood **0121 464 1614**

Northfield **0121 464 7813**

Yardley **0121 303 7128**

You can also find out more by visiting our website at www.birmingham.gov.uk/housing. You can also email us if you have any questions or want to tell us what you think of the service at yourtenancy@birmingham.gov.uk



This is an important document about TENANCY MANAGEMENT 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.

هذه وثيقة مهمة حول إدارة الإيجار ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم هذه الوثيقة، نرجو أن تطلب من صديق أو ج هده وتيقة مهمة حول إدارة ا**لإيجا**ر ومعايير الخدمة التي يتوجب علينا الإلتز ام بها. إذا لم تقهم هده الوتيقة، نرجو ان تطلب من صديق او هي قريب لك يتحدث الإنجليزية أن يتصل بمكتب الخدمات الاجتماعية "نيير هود أوض" الخاص بمنطقتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بتر تیب لقاء معك بمساعدة متر جم فوري

আপনার ভাডাটে চুক্তির ব্যবস্থাপনা করা এবং আমাদের সেবার মানের ব্যাপারে এই তথ্যপত্রটি অত্যাবশ্যক৷ আপনি এই তথ্যপত্রটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন, আপনার এমন একজন বন্ধু-বান্ধব বা আত্রীয়কে আপনার পক্ষ হয়ে 🗒 আপনার স্থানীয় নেবারহুড অফিস বা হাউজিং টিমের সঙ্গে যোগাযোগ করতে বলুন। আমরা তাহলে একজন দোভাষী সঙ্গে নিয়ে 🙎

這是一份有關租約管理(Tenancy Management)的重要文件,内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场辦事 處。我們將會安排傳譯員一起來見您。

این مدر ک مهمی است در بار ه قر ار داداجار ه و استاندار دهای خدمات که ما باید بر آو ر ده بساز یم اگر شما این مدر ک ر ا نمی فهمید لطفا ازیک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده می تواند، خواهش کنید که از جانب شما با دفتر محله (نیبر هودافس) ل از یک دوست یا خویشاوند تان که به زبان الحلیسی صحبت درسه سی و ـــ ـــ رو من بر می را می را می را می و این الم تن ان یا گروه تهیه مسکن تماس بگیرند. سپس ما قر ارخواهیم گذاشت و همراه با مترجم با شما ملاقات خواهیم کر د.

Le présent document est important. Il concerne la GESTION DES LOCATIONS 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 S prendrons alors des dispositions pour vous rencontrer avec un(e) interprète.

ئەمە بەلگەنامەيەكى گرنگە دەربارەي بەرپۈدەبردنى كرپچىنتى و دەربارەي پيوانەي ئاستى خزمەت كەوا پيويستە لەسەرمان پيشكەشى بكەين و چ نهمه بهلکهنامهیمکی کرنکه دهرباره ی بهریزو،بردنی کرینچیتی و دهربارهی پنیوانهی ناستی خزمهت کهوا پینویسته لهسهرمان پیشکهشی بکهین و ح ق کهنجامی بدهین. ئهگەر تنر لهم بهلگهنامهیه تنیناگهیهت ئیتر تکایه داوا بکه له برادهریک یان خزمیک کهوا زمانی ئینکلیزی قسه بکات بز ئهوهی له چ جیاتی تز پهیوهندی بکات به (نهیبهرهود ئزفیس – ئزفیسی کانسل بز ئامزژگاری) یاخود تیمی خانوو. نینجا ئهو کاته نیمه ودرگیز (موتهرجم) دابین دەكەن بۇ جارىنگەرتنى تۇ.

Jest to ważny dokument dotyczący ZARZĄDZANIE SPRAWAMI ZWIĄZANYMI Z NAJMEM LOKALU, 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.

ਇਹ ਜ਼ਰੂਰੀ ਪਰਚਾ **ਕਿਰਾਏਦਾਰੀ ਦਾ ਪ੍ਰਬੰਧ ਚਲਾਉਣ** 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 ਕਹੈ ਕਿ ਵੂ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਨੂੰ ਤਹਾਨੂੰ ਮਿਲਾਂਗੇ।

دامهم سندد دخیل دکر ایه اخیستنی موده تنظیم کول او دخدمتو نوستندر دیه بار ه کی دی چه مو نربایدهغه تر سر ه کرو. که تاسی یه دی سند که نه پوهیری، نوندخپل یوملګری یا خپلوی نه چه په انګلیسی ژبه خبری کولی شی، غُوښتنه وکړی چه ستاسی له خُواستاسی دسیمی ک که کاوندی دفقر (نیبر هودافس) یا دکور بر ابرونی ډلی سره تماس ونیسی. بیا مونږ به وخت وټاکو اویوتر جمان به هم و غواړو چه تاسی سره

Kani waa goraal rasmi ah oo ku saabsan AGAASINKA KIREYSIGA 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.

یشتنسی میجنٹ بین کرامیداری کی ذمدداریوں کو نبھانے اوراس کے لیئے ہمارے مقرر کردہ میعار کے بارے میں ایک اہم دستاویز ہے۔اگرآپ اس کو بھوٹیس سکتے تو برائے مہر بانی اپنے ے بیست میں مرمیدداری و مدداریوں و بیاسے ادر ان سے یہ ۔۔۔ رحمہ ... گائی کسی ایسے دوست یارشنہ دار جوانگریز کی بول کئے ہول کو کہیں کہ وہ آپ کی طرف ہے آپ کے مقامی نیپر پاڈ آفس یا باؤسنگ ٹیم سے رابطہ کریں۔ہم بھرایک تر جمان کی موجود گی میں آپ گائی کہ موجود کے مصلوبات کے مصلوبات کی معرف کے ایک میں معرف کے ایک میں میں میں اور میں کہ ایک تر جمان کی موجود گی میں آپ ہے ملا قات کا انتظام کریں گے۔

If you would like this leaflet in large print, Braille, audio cd or tape, please call your local housing team.