# Moving home because of clearance

Service Standards

Housing and Constituencies

Birmingham City Council

# Our commitment to you…

The Clearance Team helps people living in areas that are due to be regenerated. We support and help anyone who has to move to another home because of the proposals, regardless of whether they are a Birmingham City Council tenant or homeowner.

We have a dedicated team that will support and help you through the process, right through to moving home successfully.

## 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 clearance 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.

- 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.

When you access the housing service by calling or emailing your local housing team:

- We will offer you an appointment with a housing officer or adviser within 10 working days.

When you access 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.

## Clearance service standards

**The Clearance Team will:**

- Work with residents to help them find somewhere else to live.
- Manage the process and work with other teams and partners to look after the estate during re-housing.
- Manage the demolition process with colleagues working in Birmingham City Council's Building Consultancy team.
- Make sure that customer service and working practices are of a high standard.

## Consultation and communication:

We will consult with you as soon as it becomes a possibility that you may need to find somewhere else to live.

**We will:**

- Contact existing local groups early on in the proposal to explain the situation and to find out what local people's concerns and priorities are. These groups include the local Housing Liaison Board, which is the local resident involvement group for council tenants and leaseholders.
- Ask you for your views on any proposals and make sure that these views are considered before any decision is made. Council tenants, owners and leaseholders will be equally included in communications, consultation and information-sharing through newsletters and one-to-one visits.

- Make sure that all residents affected by clearance decisions are told within 14 working days of the decision how they are affected.
- Arrange local surgeries and drop-in sessions to keep people informed and answer questions.
- Make sure that consultation events are in places that are easy to reach and are held at convenient times.

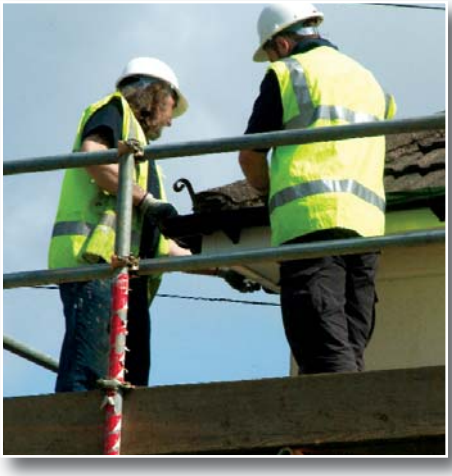
## The re-housing process

If you have to move home because of the regeneration proposals, we will put you in contact with a housing officer who will help you through the whole process of finding a new home.

**We will:**

- Contact you to arrange an appointment with you within 14 working days of when the decision is made to start re-housing.
- Provide you with a clearance information pack at your first interview. The information will include your re-housing options and the financial help and compensation available to you.
- Check whether you would be eligible to apply for a home from the council. If you decide to apply for a council home, your housing officer will help you fill in the form and register your application within seven days of visiting you.
- Write to tell you the result of this interview and how many council housing points you have within 10 working days. These points help us to allocate housing to people, based on their needs.
- Visit you and discuss your options if you have turned down two offers of a council home. We will visit you within 10 working days of when you turned down your second offer.

- Contact you within two working days of you accepting an offer of accommodation to arrange a free removal, disconnection and reconnection of your appliances.
- Keep any information about you confidential.
- Send you a customer satisfaction survey form within two working days of you moving into your new home.
- Send you an application for compensation for home loss and disturbance within two working days of you moving into your new home.



## The demolition process

Demolition contractors have to work within agreed time frames so that inconvenience to people living nearby is kept to a minimum. They will post letters to all the homes surrounding the demolition site to introduce themselves and provide contact details before work begins.

## Working with homeowners and private tenants

**We will:**

- Visit each home owner or private tenant affected by a scheme at the same time as council tenants.
- Base the valuation of properties on a legal code for compensation, known as the statutory compensation code. This is normally the price that the house would reach if it was sold on the open market (known as its market value) but there may be exceptions. Any exceptions will be discussed with the customer at the first valuation visit.

- Support homeowners in getting independent advice from agents. We will give details of independent organisations and pay the reasonable costs of appointing an agent to help you with negotiations on your behalf.
- Offer homeowners, leaseholders and private tenants a range of home options throughout the process.

## Where to find further information

You can contact the Clearance Team if you have any questions or concerns. You can also ask for a copy of the Clearance Protocol or a shorter information pack which explains each area of the service in more detail.

## Making a complaint

We hope that you will be happy with the service you receive from the Clearance Team. However, if you want to make a complaint please contact us on the contact details on page 8.

We will write to you to acknowledge that we have received your complaint within two working days of you contacting us. We will respond to your complaint within 10 working days.

## 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 phone the Clearance Team on the telephone number below.

## How to contact us

Phone: **0121 303 1892**

Email:
clearance@birmingham.gov.uk

Write: Clearance Team,
Level 2,
Louisa Ryland House,
Birmingham B3 3PL

This is an important document about CLEARANCE 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 **الإخلاء والتعزيل** 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 "نيبر هود أوفس" الخاص بمنطقتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

BENGALI

**পুরাতন ঘর-বাড়ী বা জিনিষপত্র অপসারন করে জায়গা খালি 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

這是一份有關大搬清（Clearance）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 برداشتن موانع واشیای اضافی 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 (نیبرهودأفس) 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' ÉLIMINATION DES ÎLÔTS INSALUBRES 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 یارمەتی بۆ تۆ لە گواستنەوە لە ماڵەکەت لەبەر ئەوەی خانووکە دەروخێندرێت و دەربارەی پێوانەی ئاستی خزمەت کەوا پێویستە لەسەرمان پێشکەشی بکەین و ئەنجامی بدەین. ئەگەر تۆ لەم بەڵگەنامەیە تێناگەیەت ئیتر تکایە داوا بکە لە برادەرێک یان خزمێک کەوا زمانی ئینگلیزی قسە بکات بۆ ئەوەی لە جیاتی تۆ پەیوەندی بکات بە (نەیبەرهود ئوفیس – ئۆفیسی کانسل بۆ ئامۆژگاری) یاخود تیمی خانوو. ئینجا ئەو کاتە ئێمە وەرگێڕ (موتەرجم) دابین دەکەین بۆ چاوپێکەوتنی تۆ.

POLISH

Jest to ważny dokument dot. OCZYSZCZANIA TERENU oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli dokument ten 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 **ਤੁਹਾਡੇ ਘਰ ਨੂੰ ਢਾਹੇ ਜਾਣ ਕਾਰਨ ਤੁਹਾਨੂੰ ਹੋਰ ਥਾਂ ਘਰ ਦੇਣ**, ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀ ਸੇਵਾ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਹੈ ਜਿਹੜੇ ਸਾਨੂੰ ਪੂਰੇ ਕਰਨੇ ਪੈਣੇ 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 د موانعو او اضافي شيانو ليرى کول او دخدمتونو ستندردپه باره کى دي چه مونږ بايدهغه ترسره کړو. که تاسى په دې سند نه پوهيږى، نودخپل يوملګرى يا خپلوى نه چه په انګليسى ژبه خبرى کولى شى، غوښتنه وکړى چه ستاسى له خواستاسى دسيمى ګاونډى دفتر(نيبرهودأفس) يا دکوربرابرونى ډلى سره تماس ونيسى. بيا مونږبه وخت وټاکواويوترجمان به هم وغواړوچه تاسى سره کتنه وکړو.

SOMALI

Kani waa qoraal rasmi ah oo ku saabsan CAWIMAADA MEEL KALE U GUURID 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 کلیئرنس یعنی بھاری اشیاء کو اُٹھالے جانے والی سروس 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 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 1892.**