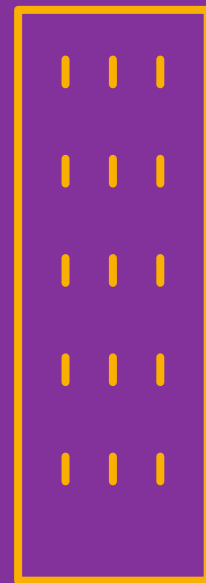
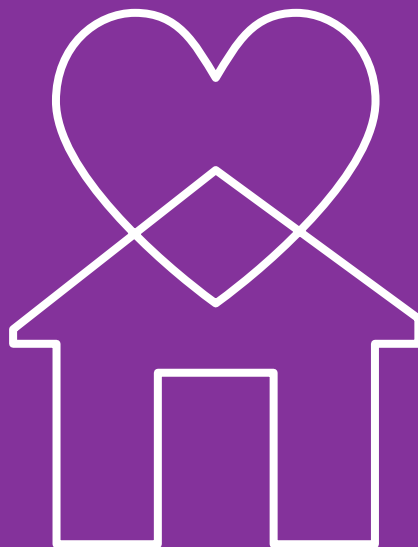
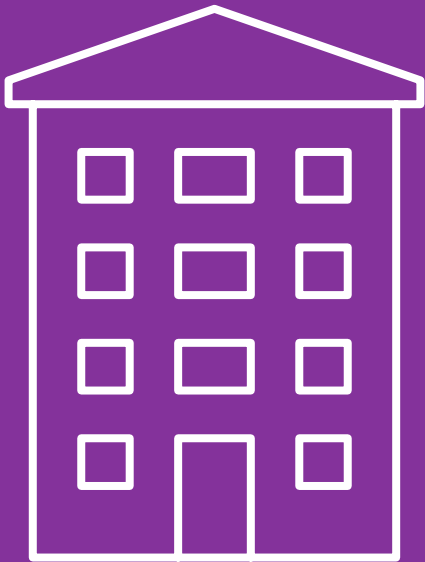




ESTATE WALKABOUTS & INSPECTIONS

Service Standards



 **RESET**

 **RESHAPE**

 **RESTART**

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.

We believe that together we can make a real contribution to the design and delivery of the best possible services for our neighbourhoods.

ABOUT THESE SERVICE STANDARDS

This document tells you what you can expect from us specifically relating to Estate Walkabouts and Inspections.

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

ESTATE WALKABOUTS AND INSPECTION SERVICE STANDARDS, WE WILL:

- Remove racist and other offensive graffiti within 24 hours and all other graffiti within 30 days.
- Report abandoned and nuisance vehicles to the appropriate team to investigate and take appropriate action.
- Investigate incidents of fly tipping and littering, and where we can, take appropriate action that may include legal sanctions such as fines.
- Where it is appropriate, remove dumped rubbish.
- Carry out inspections to the communal areas of high and low rise blocks.
- Encourage and work with tenants who want to become block inspectors and maintain or improve where they live. This includes involve residents and local housing staff in:
 - a. Joint estate walkabouts.
 - b. Joint inspections of high and low rise blocks to monitoring caretaking/cleaning services.
 - c. Identifying things you would like to see improved in your local area.
 - d. Discussing local priorities and improvement plans.
 - e. Joint working on local regeneration projects.
 - f. Looking at local issues, e.g. vandalism and graffiti.
 - g. Keeping the neighbourhood safe and tidy.
 - h. Give you support and training to help you participate with us and other residents in your local community.

WE ASK YOU TO....

- Report graffiti and other vandalism to us.
- Tell us about abandoned or untaxed vehicles in your area.
- Report acts of antisocial behaviour and nuisance to us and, where appropriate, inform the police too.

- Help us keep your neighbourhood clean, tidy and safe.
- Not park vehicles inappropriately or park in a way that causes an obstruction or nuisance.
- Dispose of your rubbish and waste appropriately.
- Use recycling facilities where you can.
- Not dump rubbish or drop litter and report instances of rubbish dumping and fly tipping to us.
- Keep your dog's/pets under control and for you to clear up and appropriately dispose of dog mess.
- Keep shared access-ways free of rubbish and litter.

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 and local environment. If you would like to find out more about how you can get involved particularly in estate walkabouts, block inspections, how you could join your local Involvement Board or become a block inspector, please contact us.

HOW TO CONTACT US

Call us on our Customer Services telephone number **0121 303 5054** (option 4) to find out more about:

- Joining us on estate walkabouts and block inspections.
- What a block inspector is and whether you would like to become one.
- Local resident groups in your neighbourhood.
- Your local involvement board.
- Other ways of getting involved in local activities or initiatives that can make a positive difference to your neighbourhood.

Or contact us via email at: **BCCHOUSING@Birmingham.gov.uk**

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

