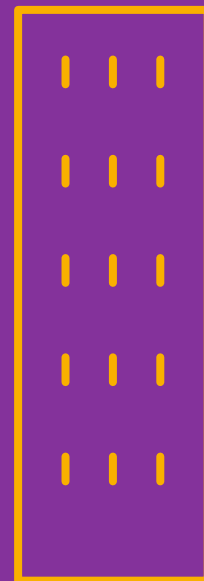
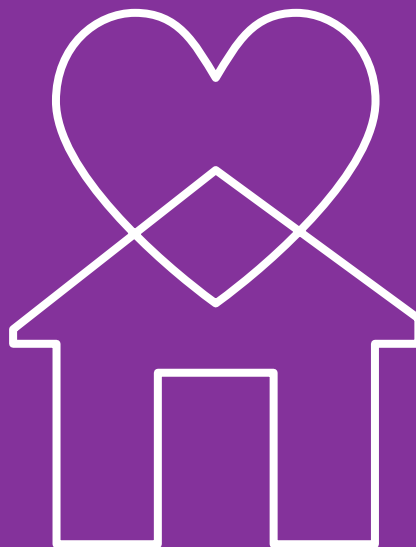
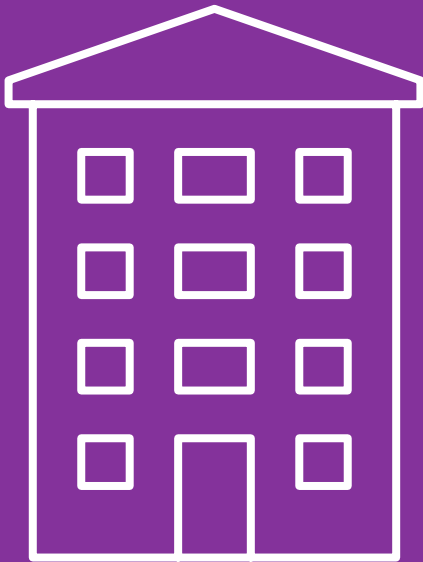




TENANT ENGAGEMENT

Service Standards



 **RESET**

 **RESHAPE**

 **RESTART**

OUR COMMITMENT TO YOU...

The Tenant Engagement Team works to ensure that tenants can have an active role in the delivery of housing services, and have their voices heard.

In response to the diversity in our communities, we offer a variety of methods for both tenants and leaseholders to become involved in our work. More information can be found here ([Tenant engagement | Birmingham City Council](#))

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

ABOUT THESE SERVICE STANDARDS

The aim of the Tenant Engagement team is to widen the range and number of opportunities for you to get involved in areas which interest you. 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.

TENANT ENGAGEMENT SERVICE STANDARDS, WE WILL:

- Listen to your views to improve the services we provide
- Ask and respond to how you want to be involved
- Enquire how you would like us to keep you up to date on service improvements and changes, and change your records accordingly
- Support formal involvement structures on a citywide basis and at a local level. This will also include groups to specifically look at scrutinsing performance, leasehold services, sheltered accommodation, tenant management organisations, and specific concerns from tenants living in high rise blocks
- Ensure that attendees at meetings are rewarded for attendance, and supported with expenses such as those associated with travel
- Provide training and support to help you get involved to make a positive difference where you live
- Give you opportunities to monitor, review and challenge services, policies and procedures to improve how we work
- Identify funding to enable local residents to develop and pursue projects that will deliver improvements for them
- Explain and account for how we have used your input to make a difference
- Communicate with you quarterly, in a variety of ways, about the housing service and how you can influence improvements

WE ASK YOU TO....

- Respond to surveys relating to tenant satisfaction measures and services you may have received. This feedback will then be used to influence service improvements
- Keep your contact details updated so that communication and correspondence is not

delayed by outdated records

- Tell us of ways you would like to get involved so we can ensure that our activities reflect your areas of interest and the time you have available
- Let us know if your circumstances change which may impact on the services we provide to you on a personal basis

CAN YOU WORK WITH US TO MAKE THE SERVICE BETTER?

- We are always looking for service users to get involved and help us improve housing services and the local environment. If you would like to find out more about how you can get involved, 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:

- What a block inspector is and whether you would like to become one
- Joining us on estate walkabouts and block inspections
- 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 the following:

BCCHOUSING@Birmingham.gov.uk

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

