

SECURITY SERVICE HIGH RISE BLOCKS

Service Standards



 **RESET**

 **RESHAPE**

 **RESTART**

OUR COMMITMENT TO YOU...

Birmingham City Council believes that you should feel safe and secure living in your home and in your area. If you live in a high-rise block of flats, you may receive a Security Service consisting of a 24x7 door entry access control room and an out of hours patrol service. The service is there to make sure you and your visitors can access your high-rise block of flats at any time of the day or night. And to ensure that the health and safety of your block is maintained.

The contact details for the 24 x 7 control room are **0121 303 7300**. These can also be found on the front door entry panel of your block.

About these service standards

This document tells you what you can expect from us specifically relating to the High-Rise Security Service. 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.

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High Rise Security Service Standards, we will:

- Provide 24x7 response to door entry requests from yourselves and your visitors.
- Provide 24x7 response to your property intercom calls to the Security Service control room.
- Provide an average of three patrols to your block each week, between the hours of 7pm and 7am Monday to Sunday. And 7am to 7pm Saturday and Sunday day.
- Check for any health and safety risks and communal repairs on each patrol and ensure appropriate action is taken.
- Respond to reports of anti-social behaviour.
- Record all calls incoming and outgoing to the 24x7 Security Service Control Room from the door entry and intercom system.
- We will work with other organisations for the benefit of you and your high rise block.
- Wear an official uniform and always carry identification when on duty.
- Be helpful and treat all tenants with dignity and respect.
- Be understanding of your circumstances.

To monitor our service, we will:

- Supervise and support this service with Security Supervisors.
- Carry out full patrols to 100% of service charged high rise blocks every month.
- Regularly speak to service charged tenants to find out how they feel about the service.

We ask you to:

- To ensure the health and safety of your high-rise block, to please keep your communal areas free from any personal items or waste rubbish.
- Report any incidents or anti-social behaviour concerns to the Security Service Control Room.
- Dial 999 in the event of you witnessing or believing a crime has been committed, or in the event of a medical emergency.
- Not allow unauthorised people entry to your block, to include tailgating etc.
- Treat all Birmingham City Council employees and other residents with dignity and respect.
- Always carry and use your door entry access fob when returning home.
- Contact us if you are not happy with the service provided.

How to contact us:

- Call us on **0121 303 7300**
- Press the button on your property intercom.
- Or write to us at the following address:
 - **Security Service**
 - **5 Holt Court**
 - **Heneage Street West**
 - **Birmingham**
 - **B7 4AX**
- You can also visit our web pages at:
www.birmingham.gov.uk

