



Service Standard

CCTV and Concierge

كاميرات مراقبة تلفزيونية وحارس أمن

সি.সি.টি.ভি. এবং দ্বাররক্ষী পরিষেবা

Televîzyona Gêjan-Girtî û Parastin

تلهفزیونی گیژهن- گیراو و پاسهوانی

ਸੀ ਸੀ ਟੀ ਵੀ ਅਤੇ ਨਿਗਰਾਨ

CCTV-ga iyo Gaadh-haya

سى سى ٲى وى اورنگهبان



What is the CCTV and Concierge Service?

Our operators monitor public space Closed Circuit Television (CCTV) covering approximately 3,500 properties across the borough as well as controlling door entry and access for 2,500 properties on our flatted estates.

The following is a brief list of the services provided;

- Control and monitor access and door entry on flatted estates across the borough.
- Monitor public space CCTV within entrances to blocks of flats and to external areas such as car parks.
- Gather, supply and exchange information and evidence regarding anti-social behaviour, crime and disorder.
- Use information and evidence for the purpose of working in partnership with Housing Officers, Police, Police Community Support Officers (PCSO's), Street Wardens and other enforcement agencies.
- Management and maintenance of all other standalone door entry systems.

Most residents who can control access to their flats via an entry system will have use of an intercom handset. Some of these will be linked to the concierge service allowing you to speak to one of our operators.

Requests you can make via your handset include:

- Reporting incidents to the emergency services.
- Reporting lift breakdowns.
- Reporting power loss.
- Reporting door entry problems.
- Reporting noise nuisance.
- Contacting the Police, Street Wardens or other enforcement agencies on your behalf regarding Anti Social Behaviour (ASB), crime or disorder, such as:
 - *Dealing or misuse of drugs.*
 - *Harassment, including intimidation and abusive or insulting words or behaviour.*
 - *Violence or threats of violence.*
 - *Environmental crime such as graffiti, vandalism, litter, fly tipping, abandoned vehicles, vehicle nuisance.*

We will maintain the following service standards:

- Provision of a 24 hour, 7 day a week CCTV monitoring service throughout the year
- Our staff will be trained to national standard qualifications in CCTV operations.
- Our staff will be licensed in line with the requirements of the Security Industry Authority (SIA).
- Should you not be able to contact our member of staff via your intercom handset **due to system breakdown** or **unavailability** you can telephone a Concierge Officer at another one of our sites to report your concerns. This alternative telephone number is provided on the notice board at the entrance to your block of flats.
- The relevant service area will be contacted when dealing with customer enquiries/service requests within 48 hours of your call.
- Emergency enquiries/service requests will be dealt with and the customer advised of action taken immediately.
- Requests for intercom/door entry repairs shall be attended within 24 hours. If we cannot carry out a full repair there and then, we aim to do so within 5 working days.

- The CCTV and Concierge Service will abide by a Code Of Practice.
- We will be courteous and polite at all times giving our names on answering the telephone or intercom.
- Information and evidence will be forwarded to the relevant agencies or partners in relation to anti-social behaviour, crime and disorder within 48 hours of request. If the matter is serious the information will be passed on as soon as is practicably possible.

CCTV Code of Practice

The CCTV and Concierge Service operates to a strict Code of Practice, to ensure Sandwell Homes works within the law (for example the Data Protection Act and the Regulation of Investigatory Powers Act, known as RIPA).

The Code gives clear guidance on the use of CCTV cameras and how CCTV footage is dealt with.

For a copy of the Code of Practice please contact the CCTV and Concierge Management Team on 0121 569 5043 or 0121 569 6086.

Your Responsibilities

Sandwell Homes expects its tenants to respect the environment and those living around them. The CCTV and Concierge Service is unable to physically police the area in which you live but will work in partnership with other agencies to help create an area where you can live free from fear of ASB, crime and disorder.

We expect the full co-operation of our customers - you - the tenant or leaseholder. You can help by;

- Being a good neighbour, considerate of those around you by behaving reasonably, not causing nuisance to others and being aware others are likely to be living next door, above and below you.
- Promptly reporting any problem you have to one of our staff via your intercom handset or directly to your local Housing Officer.

We also monitor CCTV in West Bromwich and Wednesbury Town centres for Sandwell Council.

Want to know more?

Contact us via:

Our website

www.sandwellhomes.org.uk

Our email:

facilities_management@sandwellhomes.org.uk

Phone or fax our Customer Relations Team:

Phone **0121 569 5047** or fax **0121 569 6015**.

Writing to:

**Customer Relations,
Sandwell Homes Limited,
Operations & Development Centre,
Roway Lane, Oldbury B69 3ES.**

Telephoning our office:

To find out if you receive this service contact your local

Neighbourhood Office or phone **0121 569 5043**.

About this standard, CCTV code of practice or general

enquiries phone **0121 569 5043/6086**.

For door entry or intercom enquiries or repairs phone

0121 569 5036.

If you would like a copy of this document translated, or require a copy in Braille, large print or audio tape, please contact 0121 569 6030

إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة لنسخة مطبوعة بطريقة برايل للمكفوفين أو بطباعة مكبرة أو على شريط تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030

আপনি যদি এই নথিটির অনুবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

Eger hûn dixwazin kopiyeye vê dokument bê wergerandin yan jî dixwazin kopiyeye bi Tîpên Koran (Braille), bi Tîpên Mezin yan jî wekî Axaftina Qeydkirî bide bixin, ji kerema xwe têkildar bin bi hejmarê telefonê 0121-569 6030.

"ئەگەر تۆ دتەوت ئەم بە گەیه وەر بگ رینهوه سەر زمانی خۆت، یان بە د ی
بەرەیل، چاپی قە یو یان لە سەر شریتی کاست یۆ تۆ ئامدە بکەین، تکایە
پەيوەندی بکە بە ژمارە تەلەفونی 0121-569-6030.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬੁਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਅੱਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Haddii aad jeclaan laheyd nuqul dukumeentigan ah oo tarjuman, ama aad u baahan tahay nuqul ah Luuqadda indhoolayaasha, Daabacad weyn ama Cajalad Dhegeysi, fadlan la xiriir 0121-569 6030

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہیے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں

Your nearest Housing office is: