

Advantages

- Much quicker than going to Court.
- The hearing will take place at a convenient location and time.
- It will be less intimidating than going to Court.
- The Panel can order repairs to be done and award compensation up to £50,000 for each.
- Money saved by the Council on legal costs can be spent on extra repairs.
- Claimant at no risk of incurring costs.

If you require any assistance in understanding the information please ask a friend or a relative who can speak English to call us on 0121 569 3227

Bengali এ তথ্যটি অনুবাদে আপনার সাহায্যের প্রয়োজন হলে, দয়া করে ইংরেজী জানেন এমন একজন বন্ধু বা আত্মীয়কে আমাদেরকে 0121 569 3227 এ নাম্বারে ফোন করতে বলুন।

Gujarati અ અભિલાના ભાષાતરમા જો તમને મદદ જોઈતી હોય, તો કૃપા કરીને અંગોણ બોલતા કોઈ ભાઈબંધ કે કુટુંબીજનને, કહો કે અમને 0121 569 3227 ઉપર ફોન કરો.

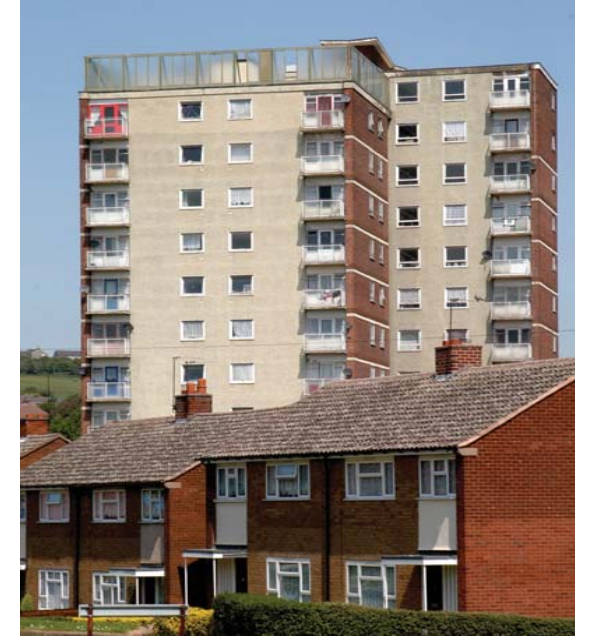
Punjabi ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਕਰਮਾ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਖੁਸ਼ਹਾਲ ਕਰਨੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਆਪਣੇ ਕਿਸੇ ਦੋਸਤ ਜਾਂ ਆਪਣੇ ਪਰਿਵਾਰ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ 0121 569 3227 'ਤੇ ਸਾਨੂੰ ਟੈਲੀਫੋਨ ਕਰਨ ਲਈ ਕਹੋ।

Arabic إن رغبتم بالحصول على مساعدة على ترجمة هذه المعلومات ،حي أن تطلبوا من صديق أو من أحد أفراد الأسرة ، 0121 569 3227 .

Urdu اگر ان معلومات کے ترجمے میں آپ کو مدد درکار ہو، تو انگریزی بولنے والے کسی دوست یا گھر کے کسی فرد سے کہیں کہ وہ ہم سے 0121 569 3227 پر بات کرے۔

Somali Haddii aad u baahantahay in lagaa kaalimeyo sidii aad u fahmta macluumaadka ku yaala qoraalka akhbaaraha, weydii seaxiib ama qaraabo, ku hadla afka ingriiska, inuu naga soo waco taleefan lambarka; 0121 569 3227

ARBITRATION PROCESS FOR COUNCIL TENANTS



Unhappy about your repairs or other issues?

There are now two ways for the Council's Tenants to deal with problems concerning repairs and any other matter covered by the Tenancy Agreement. If you have a simple complaint about a repair, for example you are concerned about the time you have to wait for it to be done, you can make a formal complaint to the Council. You can pick up a complaint form at your neighbourhood office or you can contact Customer Relations on 0121 569 5047, by text to 07800 140065, by e-mail to customer_relations@sandwellhomes.org.uk, or by fax to 0121 569 6015. Further details can be obtained from the above points of contact or on line at www.sandwellhomes.org.uk

COMPLAINT FORMS ARE
AVAILABLE FROM ALL COUNCIL & SAND-
WELL HOMES OFFICES

If you have a more serious complaint, for example one that involves a claim for damages, for which you may have been planning to take legal advice, there is a quick and simple way of dealing with these cases, avoiding the involvement of solicitors or the Courts. This is the ARBITRATION TRIBUNAL PROCESS.

ARBITRATION TRIBUNAL

Sandwell Council has introduced an Arbitration Tribunal Process to consider more serious complaints, from Council Tenants, about repairs, including those cases that may involve claims for damages, and any other matter covered by the terms of the Tenancy Agreement.

This will avoid the need for cases to go to court, and reduce money spent on legal costs. The Arbitration Panel can hear claims for damages, resulting from repairs or any other matter covered by the terms of the Tenancy Agreement. The Arbitration Panel has the power to order repairs to be carried out, up to a value of £50,000 and can also order compensation up to £50,000, to the claimant, where appropriate.

The Arbitration Panel will consist of three people, one councillor, one tenant's representative, usually from the Sandwell Tenant's and Residents Federation, and one independent member from the voluntary sector. An independent legal clerk is also appointed to advise the Panel, and applicant, on points of law.

If the Council accepts that there is merit in your case, an offer of settlement may be made, to you. If you accept the offer, a hearing may not even be necessary.

THE PROCESS

If you have a complaint that you would like the Arbitration Panel to consider, you should put the details in writing, along with copies of all supporting evidence to:

The Chief Executive
Arbitration Officer
The Borough Council of Sandwell
Sandwell Council House
PO Box 2374
Oldbury
B69 3DE

- The Panel will meet within 30 working days from the receipt of your complaint.
- You will receive 15 working days notice of the date and venue of the hearing.
- You have the right to call witnesses to give evidence.
- You may bring someone to the hearing, to support you.
- The Council will provide an interpreter at the hearing, if you need one.