

Sandwell Homes
Quality Housing, Excellent Services



3

Neighbourhood & Community

Local Standard



الجيران والرابطة الاجتماعية

মহল্লা এবং কমিউনিটির মান অনুযায়ী

Tekaliya jirana

در اوسى وه به يوه ندى كومه لايه تى

Standardy dotyczące Sąsiedztwa i Społeczności

ਨੇਬਰਹੁਡ (ਆਂਢ-ਗੁਆਂਢ) ਅਤੇ ਕਮਿਊਨਿਟੀ (ਭਾਈਚਾਰਾ) ਦਾ ਸਟੈਂਡਰਡ

نیبر ہڈ اور کمیونٹی سٹینڈرڈ (معاشرے کا معیار)



Author - Mark Peniket (April 2011)



Local Standard

Neighbourhood and Community Standard

What is a Local Standard?

A Local Standard is a promise made between tenants and Sandwell Homes to deliver housing services tailored to meet what tenants want.

This Local Standard on the Neighbourhood and Community Standard covers:

1. Neighbourhood Management

Sandwell Homes is committed to providing a clean and safe environment for all its tenants.

2. Local Area Co-operation

Sandwell Homes will work with a wide range of partners to deliver safer, cleaner and greener estates.

3. Anti-Social Behaviour (ASB)

Sandwell Homes is committed to working, with its partners, to take positive action against ASB and offering tenants a range of ways to report ASB.



Your Local Standard

1. Neighbourhood Management

To ensure that the Local Standard is delivered, we will;

- Between the months of April and October, litter pick all grassed areas prior to grass cutting and, local weather conditions permitting, cut
 - Prestige sites (such as sheltered and elderly Housing schemes) on average once every 7 working days
 - All other sites on average once every 13 working days
- Apply weed killer carefully twice a year
- Remove all obscene and racist graffiti on property or land managed by Sandwell Homes within 24 hours, and all other graffiti within 10 working days
- Where a tenant qualifies for assistance with garden maintenance undertake an assessment and wherever practicable carry out work within 30 working days
- Upon a request for tree works to a tree located within the garden of a tenant undertake an inspection within 20 working days
- In instances of fly-tipping where an offender cannot be identified remove all hazardous waste within 24 hours and non-hazardous waste within 5 working days
- Carry out a weekly visual and monthly technical inspection of all play areas for which Sandwell Homes is responsible
- Carry out a daily fire inspection of all high rise blocks and a weekly fire inspection of all low rise blocks
- Clean entrances, lobbies and lifts daily (Monday to Friday) within high rise blocks
- Clean individual landings and stairwells weekly (Monday to Friday) within high rise blocks
- Clean entrances, lobbies, stairs and landings within low rise blocks internal communal areas as a minimum once per week

2. Local Area Co-operation

To ensure that the Local Standard is delivered, Sandwell Homes will;

- Attend all town and borough tasking and partnership meetings

3. Anti-Social Behaviour

To ensure that the Local Standard is delivered, we will;

- Acknowledge your complaint within 4 working days, this will include a case reference number and named officer who will deal with your case
- Will contact you within 1 working day if the incident is serious and within 5 working days in all other instances
- Get back to you, as a minimum, every 4 weeks to update you on the progress of your complaint
- When your case is closed we will advise you in writing of the reasons for closing your case

Monitoring the Local Standard

1. How we will measure and share this information

- Tenants will scrutinise our performance against the Local Standard
- Tenants will review the targets annually and the whole Standard every 3 years

2. What will happen if the Local Standard is not met

- If performance is consistently below standard, officers must agree an action plan with tenants to improve the service and return it to a level that meets or exceeds the Standard
- Poor performance may also, at the discretion of the Tenant Inspectors, trigger an inspection of the service by tenant inspectors

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

Arabic

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

Bengali

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

Kurdish Kumanji

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

Kurdish Sorani

ی برهیل، چاپی "نهگهر تو دمهوت ئهم به گهیه وهر بگرینهوه
یان له سهر شریتی کاست بو تو ئاماده سهر زمانی خۆت، یان به د
0121-569-6030. بکهین، تکایه په یوندی بکه به ژماره تهلهفونی قه هو

Punjabi

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

Polish

Aby uzyskać tłumaczenie tego dokumentu, lub jego egzemplarz alfabetem Braille'a, dużym drukiem lub na kasecie audio, prosimy o kontakt telefoniczny pod numerem 0121-569 6030

Urdu

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