



Our promises to tenants

Checking through the draft local standards at the conference in September.

Welcome to this special edition of Homelife which is dedicated to sharing the three draft 'local standards' or promises we are making to our tenants about the standards of service you can expect from us.

Last April, the Tenant Services Authority (TSA) brought in a set of national standards which all housing providers must meet when managing homes.

They said that housing providers must create their own local standards across six key service areas and tenants must be central in creating these standards to ensure they have tenants' needs at their heart.

Since then, tenant volunteers have been busy working with Sandwell

Homes officers to develop these local standards, the draft versions of which are printed in full on pages 3, 4 and 6 inside.

Now we're asking for feedback from every single tenant before they are finalised. Check you're happy with what's been drafted – and if you're not, tell us.

The views of all our tenants and leaseholders from our 29,000 properties matter to us and the more comments we receive, the greater the chance we have of getting our standards right for you.

Simply fill in the feedback form on the back page and return it to us. This is your chance to shape the standards of service you will receive as a tenant. Make sure you make your voice heard – you could win up to £50.

GETTING IT RIGHT

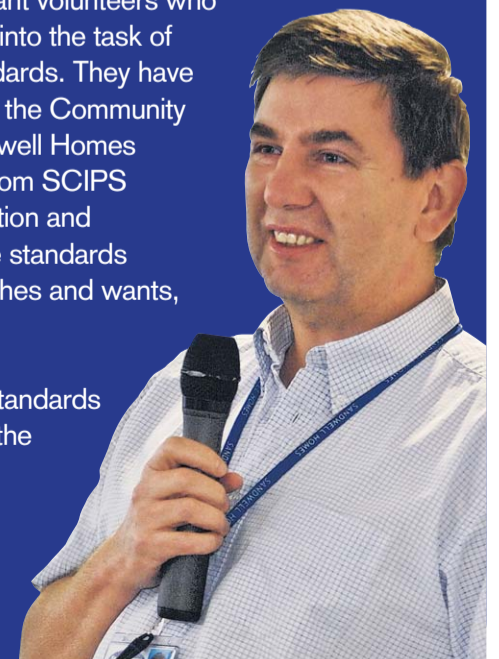
At Sandwell Homes we pride ourselves on involving tenants at every level of our organisation.

Now the TSA has said that tenants should be encouraged to become even more involved in housing services and we've welcomed the news.

I would like to thank all the tenant volunteers who have really thrown themselves into the task of developing our new local standards. They have worked alongside members of the Community Involvement Team, other Sandwell Homes Officers and representatives from SCIPS (Sandwell Community Information and Participation Service) to create standards which incorporate tenants' wishes and wants, as well as their needs.

It's fair to say that these new standards will guarantee tenants receive the best service possible.

Paul Field
Interim Chief Executive



Sandwell Homes
Quality Housing, Excellent Services



Telephone: 0121 569 6000

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The background to developing the local standards

To ensure that all tenants receive the standard of service they need and deserve, the Tenant Services Authority (TSA) has introduced six national standards which all 1,800 housing providers in England, including Sandwell Homes, must meet.

These standards, which came into force on 1st April, are:

1. TENANT INVOLVEMENT AND EMPOWERMENT

Covering customer service and choice, tenant involvement and empowerment and complaints.

2. HOME

Covering quality of accommodation and repairs and maintenance.

3. TENANCY

Covering how we let homes and collect rents.

4. NEIGHBOURHOOD AND COMMUNITY

Covering how we manage your neighbourhood, how we work with other local partners and anti-social behaviour.

5. VALUE FOR MONEY

Looking to make sure that the services we provide are cost effective, cost efficient and still provide value for money.

6. GOVERNANCE AND FINANCIAL VIABILITY

Showing that the organisation is well run and has good structures in place, which comply with all Government legislation.

Sandwell Homes has been working with tenants over the past four years and already has 15 standards that have been 'Tenant Approved'. Our task now was to link our own standards with the TSA's six.

Involving our tenants

In the Spring 2010 edition of Homelife we invited tenants to let us know if they'd like to be involved with developing the local standards. A questionnaire specifically designed to help us develop the neighbourhood and community local standard was also included.

In June, over 70 tenants and residents came along to a conference at Roway Lane to discuss how we should go about developing the local standards. They decided that we should focus on three standards first:

- Tenant involvement and empowerment
- Home
- Neighbourhood and community

Since then, tenant volunteers have spent a great deal of time and effort developing these three local standards, with support from the Community Involvement Team and SCIPS (Sandwell Community Information and Participation Service).

Representatives from Cotterills Farm Tenant Management Co-operative and Boscobel Tenant Management

Organisation were also involved. The two tenant managed organisations provide services for tenants on their estates and are now developing their own local standards.

Monitoring performance

Moving forward, tenants will be monitoring whether we're meeting the standards and keeping our promises.

If our 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.

The Tenant Inspectors could also decide to inspect the service if there is continued poor performance.

The local standards themselves will also be reviewed regularly. Tenants will look at the targets set out in them every year and every three years they will review the whole local standard.

“These new local standards will really make a difference to the service tenants receive on a day-to-day basis as each one includes something new. They are sharper and more direct than our previous standards, plus, everything promised can easily be monitored by tenants.”

Derek Fletcher, Community Involvement Manager

Tenants in action...

Everyone who's been involved in developing the local standards so far was invited to a conference at Roway Lane in September.



Workshops were held on each of the three draft standards and tenants were asked whether all their views and suggestions had been incorporated into them.

Richard Alonzo, Community Involvement Officer, said: "The aim of the conference was to say 'you gave these groups the authority to deliver the local standards and this is what they've produced - are you happy with them?'"

Some minor changes and alterations were requested which have now been incorporated into the draft standards detailed on pages 3, 4 and 6.



Local Standard No. 1 TENANT INVOLVEMENT AND EMPOWERMENT

Tenants on the Policy & Monitoring Panel (PAM) have ensured that this local standard makes measurable promises about issues which are important to tenants. It includes a host of new guarantees such as how quickly calls will be answered and how complaints will be handled. It also commits to getting more tenants involved with more training opportunities.

CREATING THE LOCAL STANDARD

The Policy & Monitoring Panel is made up of tenants from across Sandwell. If Sandwell Homes officers have to consult on any issue, they bring it to the panel which is established and highly regarded.

The panel worked with Jan McMillan from SCIPS, the Sandwell Community Information and Participation Service and Derek Fletcher, Sandwell Homes Community Involvement Manager.

“We went through our existing Service Standard and discussed what we thought should be in the new standard,” explained Derek. “The tenants wanted us to promise standards of service which could easily be measured such as

guaranteeing to answer at least 80 per cent of calls within 30 seconds and publishing all complaints on a quarterly basis. We also included a

guarantee to increase the number of active community groups by 10 each year and offer at least six training events to tenants.”



PAM members pictured above (l to r): Darryll Garland, Melva Baker, Dot Gospel, Susan Eaves, John Cash and Eunice Plummer. Not pictured: Brian Knight, Mike Babb, Phil Cartwright, Brian Squires, Helen Cockbill, John Crump and John Nicklin.

DRAFT LOCAL STANDARD

1. Customer Service, Choice and Complaints

Sandwell Homes is committed to delivering a high quality of customer service and choice as well as having a complaints system that is easily accessible and fair for all.

To ensure that the Local Standard is delivered we will:

- Acknowledge text messages and e-mails within one working day with a full response within 10 days.
- All complaints will be given a reference number.
- Answerphone messages will be responded to the same day if in office hours, or the next working day.
- All Sandwell Homes written correspondence will be responded to within 10 working days.
- Customers will have an acknowledgment of their complaint within three working days and a full written reply within 10 working days.
- If you are not satisfied with the outcome you will have the Right of Appeal.

We will:

- Answer at least 80% of calls within 30 seconds.
- Respond to complaints in full within 10 working days.
- Publish our complaints information quarterly.

2. Involvement and Empowerment

Providing you with opportunities to get involved in the decisions that affect you, your home and your neighbourhood.

To ensure that the Local Standard is delivered we will:

- Provide financial support through our grants system, approving the grant within five working days of forms being received.
- Pay out of pocket expenses on the day of the event.
- Provide feedback on all tenant consultation events within 10 working days.

We will:

- Ensure that the number of tenants satisfied with opportunities to get involved increases by 2% each year.
- Increase the number of active community groups by 10 each year.
- Increase the representation of new active residents by 20 per year.
- Of these 25% will be young and Black and Minority Ethnic (BME) residents.
- Support 15 community events each year.
- Undertake at least 10 pieces of targeted work across the equality strands each year.
- Offer six training events to tenants each year.
- Explore opportunities to bring in additional funding and resources to empower local communities.

3. Understanding and Responding to the Diverse Needs of our Tenants

Sandwell Homes will ensure that it understands and responds to the diverse needs of its tenants.

To ensure that the Local Standard is delivered we will make sure:

- That where a customer is unable to communicate in English, we will make arrangements to provide an interpretation service through nominated interpreters, including signers or through the National Interpreting Service.
- That where a customer has a hearing impairment, we will ensure that an interview area with a loop system installed will be available.
- That where a customer has a sight impairment, we will ensure that an appropriate written response will be provided for example a Braille translation or large print.
- That where a customer has a language difficulty, we will offer an appropriate translation where necessary.
- In cases where a customer has a learning difficulty, we will provide appropriate advice to assist with written and/or verbal communication.
- Upon request, we will provide documents in other formats such as Braille transcripts or audiotapes for customers with sight or hearing impairments.
- We will ensure that all venues and facilities are suitable for tenants with physical impairments or disabilities.
- We will endeavour to engage with all sections of the community.

Local Standard No. 2 HOME

'Getting it right first time' and effective communication are at the heart of the Home Local Standard which has been developed by two groups of tenants.

The Customer Satisfaction Improvement Group focused on the repairs and maintenance element, whilst the Quality of Accommodation Focus Group concentrated on the delivery of decent homes improvements to properties.

CREATING THE LOCAL STANDARD

The Customer Satisfaction Improvement Group is an existing group made up of tenants from across Sandwell who've already been helping the repairs team to improve the service they provide.

Community Involvement Officer, Deb Pierson, explained: "When we started looking at the new standards, it seemed sensible to use this group who'd already gained knowledge in

the repairs and maintenance area and were interested in helping the service improve. At the first conference in June we asked everyone who came along if they would be happy if the Customer Satisfaction Improvement Group took on this work. They all agreed it was the best way forward."

The group met and helped formulate the new standard which replaces previous ones covering repairs, maintenance, gas standards and

also quality of accommodation. The 'getting it right first time' policy grew out of tenants' belief that if repairs are completed on the first visit, it saves time and money, plus any unnecessary inconvenience and frustration for tenants.

The standard also includes a promise of new customer quality checks which will make sure that tenants are happy with the repairs work they've had done.



Customer Satisfaction Improvement Group members pictured above (l to r): June Hawkins, Trevor Purcell, Sandra Purcell, Margaret Riley, Dot Gospel, Lynn Boatman, John Cash, Janet Kane, Darryll Garland, Gloria Francis and Dave Bisseker. Not pictured: Mrs Kaull, Edna Barker, Madeline Babb, Janet Lawton, Velma Howes and Harry Howes.

DRAFT LOCAL STANDARD

1. Quality of Accommodation

Sandwell Homes is committed to delivering decent homes improvements to all properties within its management and achieving excellent customer satisfaction.

To ensure that the Local Standard is delivered we will:

- Carry out an initial survey with all customers up to 6 months before work starts, providing clear details of what work is expected and choices available.
- Send letters to all customers 21 days and 7 days before work commences, with any changes communicated in these letters and using the customer's preferred method of contact for regular liaison.
- Inform customers of the work plan on Day 1 of work starting, detailing who is coming to carry out what work, with a continuous flow of work for the duration.
- On Day 1 of work starting issue customers with contact details of who to contact including a landline number, out-of-hours emergency number and an email address.
- Respond to customer queries and concerns within 10 working days, providing feedback to customers where they arise.
- Complete work within 7 weeks of starting (subject to customer choice, holidays and access).
- Record 100% of Health and Safety incidents.
- Achieve 85% in quality defects based on construction industry standards.

- Check that the work to each property has been completed within 1 month of work completion.
- Follow up on negative comments from satisfaction surveys within 1 month of work completion.

2. Repairs and Maintenance

The Repairs and Maintenance directorate maintains over 29,000 homes on behalf of the council.

We will carry out the majority of repairs right first time! 'Right first time' is defined as completed by the craft employee without the need to return a further time because the repair was inaccurately diagnosed and/or the employee did not have the right training, tools or parts to fix the problem.

We will make sure that:

1. Your home is watertight and weather proof.
2. Your home is safe and secure.
3. We will aim, that any repairs to your home will be carried out to a quality standard and right first time.
4. All fixtures and fittings in your home that are our responsibility will be kept in good working order.

Further examples of repairs and their categories can be found in your Tenants Handbook and the Empty Property Standard which was developed by tenants and reviewed in 2010.

Gas

We have a legal obligation to ensure that all council owned gas appliances

What our tenant volunteers have to say...

Deb added: "The tenants said that follow-up checks were important to them and so they've been written into the new standard."

The Quality of Accommodation Focus Group was set up after the tenants' conference in June specifically to develop the decent homes part of the standard.

Customer Care Co-ordinator Gulshanara Begum said: "Two

meetings of the focus group were held in July and August.

"The key issues we discussed were about appointment making and keeping, communication about delays and what work is expected, and ensuring that timescales for work completion are met.

"The contribution from tenants was very valuable and I enjoyed working with them."



Quality of Accommodation Focus Group members pictured above (l to r): Tom Davys, Joan White, Melva Baker, Peter Gospel, Susan Eaves, Lynn Boatman, Colin Lewis, Dot Gospel, Jean Grantham, Bob Cohen, Edna Barker, Alexander Noon and Darryll Garland. Not pictured: Margaret Riley, Vera Ann Tonks, Janet Kane, Bernice Sterling and Gillian Scott.

which include the flues and pipes are maintained and checked annually by a 'Gas Safe' engineer.

To ensure that the Local Standard is delivered we will:

- Complete or make safe 99% of emergency or urgent repairs.
 - Emergency repairs within 24 hours. A typical emergency would be flooding of the property or total loss of electricity.
 - Urgent repairs within three working days. A typical urgent repair would be a blocked sink/bath or leaking pipe work or waste pipes.
- Complete non-urgent repairs within 25 calendar days. A typical non-urgent repair would be repairs to floor boards, doors and small plastering jobs.
- Respond to all zoned maintenance work within 84 calendar days. Typical zoned maintenance work would be the renewal of doors, frames and baths.
- Complete 75% of work orders right first time.
- Carry out the annual gas safety inspections within 52 weeks.
- Undertake customer quality checks on 10% of zoned repairs by a visit from a repairs and maintenance inspector.
- Undertake customer quality checks on 10% of gas services by a visit from a gas safe registered engineer.
- Undertake customer quality checks on 10% of emergency, urgent and non-urgent repairs, of which 6% are telephone or text and 4% are a visit from a repairs and maintenance inspector.
- Deliver at least 85% customer satisfaction with the repairs and maintenance service.
- Ensure that 100% of our properties have an up to date Gas Safety Inspection.

For Sylvia Archer, being in the Service Standard Steering Group was the latest of many policy making groups she's been involved in.

"I think if you go and participate in these things you find out more and you have your say and get what you want," she says.



"It was a good experience working on the standard. A lot of our comments and a lot of our ideas were listened to and taken up.

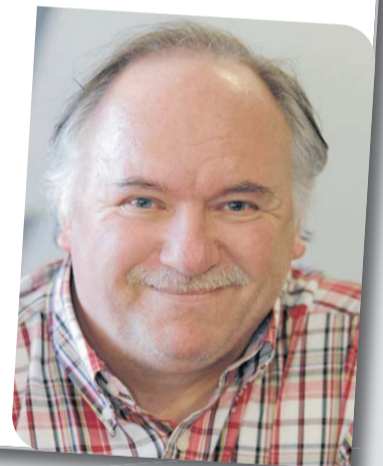
"I've got to admit I do enjoy being on the Steering Group. I think we have a really good input into many things. Sandwell Homes is good at asking people and hearing what they have to say. This local standard is very good and I'm proud to say I've been part of this policy making."

John Cash, Chair of Smethwick Housing Service Panel, was a member of the Service Standard Steering Group which worked on the Neighbourhood and Community Local Standard.

He said: "The new standard will give tenants choice and accountability. I'm very pleased with it as there's been a lot of consultation. It took a couple of drafts to get it right and all the panel and the officers are happy with it now.

"Within the new standard there are revised working policies around the janitors and concierge services, and the very important question of anti-social behaviour - that's always one of the top issues.

"A lot of time has gone into creating a standard which covers what tenants want. We're very happy with the result."



Dot Gospel from West Bromwich was involved in both the Service Standard Steering Group which looked at the Neighbourhood and Community Local Standard, and the Policy & Monitoring Panel which put together the Tenant Involvement and Empowerment Local Standard.



She's been involved in lots of Sandwell Homes groups for years and says: "At the conference in June tenants were asked if they wanted to help develop the local standards. It was good to have a mix of existing groups and new people who hadn't got involved before.

"We said what we wanted - and what we wanted is what we got in the local standards!"

Local Standard No. 4 NEIGHBOURHOOD AND COMMUNITY

This local standard was developed by members of the existing Service Standard Steering Group working with tenant volunteers who received training to become Service Standard Champions. It reflects what tenants borough-wide said they want included at a number of focus groups led by the Service Standard Champions.

Previously, there's been nothing cast in stone about our garden maintenance service for older tenants, but the new local standard guarantees the service we will offer.



WHAT IS SCIPS?

The training for the Service Standard Champions was delivered by Sandwell Homes in partnership with SCIPS, the Sandwell Community Information and Participation Service.

SCIPS is a local charity which is run by a Board made up of Sandwell residents. It offers the facilities, skills and expertise to help groups consult on different issues, exchange views and create change in the community.

The training it runs aims to help people have a voice for themselves or become more effective in what they're doing.

CREATING THE LOCAL STANDARD

Tenant volunteers were trained to become Service Standard Champions and they took the lead on consulting with other tenants borough-wide to develop this local standard.

The TSA were offering funds to carry out work along these lines, but although our bid was not successful, we went ahead anyway and funded it ourselves.

Community Involvement Officer, Richard Alonzo, explained: "We identified people already involved in community activities and advertised for others in the spring issue of Homelife.

"About 60 tenants expressed an interest and, from these, 14 people from across the six towns were invited to take part in two training sessions run by SCIPS, the Sandwell Community Information and Participation Service and Sandwell Homes. The nine who

completed the training became Service Standard Champions."

The Service Standard Champions were: Jean Grantham, Edna Barker, Vera Ann Tonks, John Crump, Gloria Francis, Susan Eaves, Pauline Nettleford, Stephen Lee and Paul Tolan.

The two two-hour training sessions were offered at different times of the day and evening to suit everybody and were designed to prepare the champions to run tenant focus groups.

Rob Harvey-Duffield, field worker with SCIPS, said: "One session covered the Code of Conduct which the participants had to agree to.

This looked at issues such as how the tenants presented themselves, data protection, equal opportunities and health and safety.

"We agreed that the tenants would work in pairs and, when running a focus group would have to be careful not to influence the answers.

Interview tips, listening and negotiation skills were also covered, along with the importance of being clear and constant, and not disagreeing amongst themselves."

The second training session was run by Sandwell Homes Community Involvement Officer, Richard Alonzo and focused on the whole process of creating the standards. It covered background information about the TSA, why the standards are being developed and how they would be monitored, so that the champions

DRAFT LOCAL STANDARD

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

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 seven working days.
 - All other sites on average once every 13 working days.
 - Apply weedkiller 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 five working days.
- Carry out a weekly visual and monthly technical inspection of all play areas for which Sandwell Homes is responsible.
- Clean entrances, lobbies and lifts daily (Monday to Friday) within high-rise blocks.

- Carry out a daily fire inspection of all high-rise blocks and a weekly fire inspection of all low-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 Sandwell Homes will work with a wide range of partners to deliver safer, cleaner and greener estates.

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

- Attend all town and borough tasking and partnership meetings.

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.

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

- Acknowledge your complaint within four working days. This will include a case reference number and named officer who will deal with your case.
- Contact you within one working day if the incident is serious and within five working days in all other instances.
- Get back to you, as a minimum, every four 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.

could answer any questions from tenants at the focus groups. Having completed their training, the Service Standard Champions then went out in their communities and led tenant focus groups themselves.

These were held in each of the six towns to reach as wide a range of tenants as possible including those living in both high-rise and low-rise accommodation. It was hoped that tenants would talk openly to the champions and say what they wanted to see included in the local standard – and it worked!

All the feedback gained at the focus groups was fed into the existing Service Standard Steering Group who then created the draft standard to reflect what tenants said they wanted.



Members of the Service Standard Steering Group and some of the Service Standard Champions pictured above: Rushpal Dhaliwal (Sandwell Homes), Vera Ann Tonks, John Nicklin, John Cash, Bob Cohen, Mark Peniket (Sandwell Homes), Jean Grantham, Alan Hemmings, Richard Alonzo (Sandwell Homes), Rob Harvey-Duffield (SCIPS), Dot Gospel, Edna Barker, Colin Lewis, John Crump, Peter Gospel and Stuart White (Sandwell Homes). Not pictured from the Service Standard Steering Group: Albert Archer, Sylvia Archer, Helen Cockbill, Sue Hutchings, Melva Baker, Reg Hackett and Ani Reid. Service Standard Champions not pictured: Gloria Francis, Susan Eaves, Pauline Nettleford, Stephen Lee and Paul Tolan.

What our tenant volunteers have to say...

Jean Grantham loves being involved in community activities, and becoming a Service Standard Champion was a logical next step.

Jean, of Yardley Close, Warley, Oldbury, does a lot of voluntary work for Sandwell Homes, attends meetings and is a Tenant Inspector. She liked the training sessions which were held before the focus groups, and said: "You are never too old to learn. I was encouraged to get involved and I've never looked back. It helps me to help others.

"The focus groups were really good. If you listen to other people's points of view you help them and they help you. You can find out if they've got any problems. I'm very, very pleased with the local standard which has now been produced."



Vera Ann Tonks was already doing other work in the community when she became a Service Standard Champion.

Retired Vera, of Gladstone Street, West Bromwich, said: "I'm on the Sandwell Crime Prevention Panel and they wanted a delegate from the panel at SCIPS. At one meeting they mentioned the new standard being developed and asked for people to get involved.

"I'm thoroughly enjoying every minute of it. I'm learning about what goes on in the borough and finding out more about all Sandwell Homes' service standards. I've met different people and got to know more.

"The training was very good because it was very informative – and very easy! Myself and another lady, Jean Grantham, did a focus group in Cradley Heath and we found it very interesting. I think the new standard is very good and will simplify things, especially for older people who were sometimes confused about where to look for the right information among the existing 15 standards."



Gloria Francis became a Service Standard Champion as an extension of her other work in the community.

Gloria, a part-time school support worker, of Fountain Road, Oldbury, is also on the Housing Service Panel and is a Tenant Inspector. "I'm interested in the community and helping to make the changes that are happening," she said.

"The training was very useful. Going to meetings opens your eyes to a lot of things that are going on and you know you're helping to make a difference to people's lives. Doing the focus groups was interesting because you got to put your own point of view over as well."



What our tenant volunteers have to say...

Darryll Garland, from Tipton, was part of the Customer Satisfaction Improvement Group, which looked at the repairs and maintenance element of the Home Local Standard.

He said the group looked at how repairs had been done before and from that came up with a few alterations, putting in a bit about how tenants get in touch with Sandwell Homes and how they respond back.

"We looked at the service provided already and established whether it was done right first time. How we each interpreted 'right first time' was one of the big questions."



He said the conference in September was an opportunity to review the draft standard. "Basically it was just a check to see we had done what we'd said we'd do."

"Anything like this will improve services. As tenants, we know some things the officers don't know so our input can help them improve their services."

Edna Barker, from Wednesbury, says she's pleased with the Neighbourhood and Community Local Standard, which her work as a champion helped to put together.

"I had a focus group role," she explains. "We got a group of people together and listened to their feelings and thoughts on neighbourhood and communities, and what sort of standards they wanted to see Sandwell Homes meet."

"I found it very interesting. Once you'd got the tenants' attention, and they knew you were involving them and that decisions were not just being made without any thought, we got very good reactions. I asked them all sorts of questions."

She says that although a lot of people initially said they were satisfied with the existing Sandwell Homes standards, once she asked them what could be improved, they came up with more ideas.

Edna added: "Sandwell Homes does not just make these decisions on their own. They have things in place for talking to people which is really important. Tenants need to feel valued and listened to and involved in decisions."



Local Standards feedback

All completed forms will be entered into a prize draw to win £50, £25 or £15.

I'm happy with Local Standard No. 1
Tenant Involvement and Empowerment: Yes No

I'm happy with Local Standard No. 2 Home: Yes No

I'm happy with Local Standard No. 4
Neighbourhood and Community: Yes No

If you've said NO to any of the above, please explain why:

I'd like to get involved with Sandwell Homes: Yes No

Please fill in your details using BLOCK CAPITALS

Name: _____

Address: _____

Tel. No: _____

Email: _____



If you would like a copy of HomeLife translated or require a copy in Braille, Large Print or Audio Tape, please contact 0121 569 6030.

Arabic

يُرجى الاتصال على رقم 0121 569 6030 إذا كنت تريد نسخة مترجمة من HomeLife (هوملايف) أو إذا كنت تطلب نسخة مطبوعة بطريقة بريل أو بحروف كبيرة، أو نسخة صوتية.

Bengali

"যদি আপনার গৃহজীবন [HomeLife] পুস্তিকার একটি অনূদিত কপি অথবা ব্রেইল, বড় হরফের ছাপা অথবা অডিও টেপের সংস্করণের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 0121 569 6030 নম্বরে যোগাযোগ করুন।"

Kurdish-Kurmanji

Eger te bivêêt kopyeka vê docyumentê (Homelife) bi rengekê wergêray, yan ager te pêtvî kopyeka dest nvysy hebêêt bi rengekê brayil yan bi pytên mezin yan bi rengê kasêta tomar krybyt hevbandyê bi hežmara telefonê bke 0121 569 6030.

Kurdish-Sorani

ئەگەر کۆپیەکی دوکیومنتی (Homelife) بە شیۆهێکی وەرگیردراو دەویت یان ئەگەر دەتەویت کۆپیەکی دەست نووست هەبێت بە شیۆهی بڕایەل یان پیتی گەورە یان کاسیتی تۆمار کراو تکایە پەیوەندی بکە بە ژمارە تەلەفۆنی 0121 569 6030.

Punjabi

"ਜੇ ਤੁਸੀਂ ਹੋਮਲਾਈਫ [Home Life] ਦੀ ਅਨੁਵਾਦ ਕੀਤੀ ਹੋਈ ਇੱਕ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਤੁਹਾਨੂੰ ਇਸਦੀ ਕਾਪੀ ਦੀ ਬ੍ਰੇਲ, ਵੱਡੇ ਪਿੰਟ ਜਾਂ ਅੱਡੀਓ ਟੇਪ ਵਿਚ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121 569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ।"

Somali

"Haddii aad jeclaan lahayd nuql ah Nololsha Guriga [HomeLife] oo tarjuman ama aad dooneyso nuql ah Luuqadda indhoolayaasha, Daabacaad weyn ama Cajalad dhegeysi, fadlan la xariir 0121 569 6030."

Urdu

"اگر آپ کو خانگی زندگی [HomeLife] کے ترجمے کی یا اس کی بریل، موٹے حروف یا آڈیو ٹیپ میں ضرورت ہے تو برائے مہربانی 0121 569 6030 پر رابطہ کریں۔"

Please return this completed form by Friday 5th November 2010 to:- **Homelife Local Standards, Freepost Plus RRZK-YKTY-TUUG, Sandwell Homes, Business Development, Dartmouth House, Sandwell Road, West Bromwich B70 8TQ. NO STAMP REQUIRED.**

You can also telephone the Community Involvement Team on **0121 569 6466** or email: **derek_fletcher@sandwellhomes.org.uk**