

## Introduction

**Welcome to the Sandwell Homes Local Compact.**

**I hope you find the Compact both informative and useful.**

**You will see that the Compact is set out in a number of different sections.**

**This style has been at the request of tenants who helped us to design and agree the contents.**

## Background

### TENANT PARTICIPATION COMPACT - BOROUGH WIDE

In April 2000 Sandwell Metropolitan Borough Council launched it's borough-wide Tenant Participation Compact.

This document was developed in partnership with tenants, Council Officers, Elected members and Sandwell Community Information and Participation Service.

The Compact contains a Panel members handbook, formal structures for tenant involvement and a number of Core Standards.

It is a government requirement for all local authorities to have a Tenant Participation Compact.



If you wish to see a copy, they are available at your local Neighbourhood Office (see section 15 for address and telephone number for your nearest Neighbourhood Office)

## LOCAL COMPACT

This Local Compact is an agreement between Tenants and Sandwell Homes.

It explains how you can be involved in shaping the housing services provided by us.

The main reason for involving you is that we are talking about your homes.

You live in the neighbourhoods and you know best the issues, and what happens in your area especially during the evenings and weekends.

We need your involvement to continue improving the housing service.

Sandwell Homes, as the managing agent to the Council are responsible for the delivery of the Housing services to tenants and leaseholders across the borough.

The separation of the housing services was considered the right time to develop Local compacts.

The Local compacts compliments the borough-wide Tenants Participation Compact and reflects the work that was put in by the original partners.

The Local compact was the opportunity to build on tenants involvement in the borough-wide compact.

It also provides 'added value' as it has been developed on a town by town basis with each town being able to demonstrate tenants influence and involvement in shaping the housing service.

The Local compact has also allowed each town to determine its own set of Performance targets which tenants feel are relevant to their neighbourhoods.



See Opportunities for  
Involvement – Section 11



**This section describes the aims of Sandwell Homes in encouraging tenant involvement and then lays out the roles and responsibilities of the compact partners.**

## AIMS

Sandwell Homes will ensure that opportunities exist for tenants and residents to play an active role in the decision making process.

We will ensure that Sandwell Homes is more accountable, open and accessible.

We will ensure we make better use of resources and provide value for money.

## ROLES AND RESPONSIBILITIES

A various number of groups will be responsible for the success of the compact.

These are: -

### Housing Service Panels

There are six Housing Service Panels, one for each of the towns within Sandwell.

The Housing Service Panels meet four times and play a significant role in influencing housing decisions at both a local and borough-wide level.

(see Section 7)

The Housing Service Panel will be responsible for monitoring the implementation of the compact and measuring its performance against the targets contained within it.



For more information on Housing Service Panels please contact the Participation Team on Free phone

**0800-3588078**

## Tenants/ Residents/ Community Organisations

Tenant/resident/community organisations represent their local neighbourhoods. Their active involvement and voice are important to the success of the Compact.

They must be clear about whom they represent and provide feedback to the organisations they are representing. We will expect representatives from these organisations to report back.

Tenant and Resident Associations have nomination rights to their Housing Service Panels.

Tenant and Resident Associations do play an important role in influencing both housing and neighbourhood estate issues within their neighbourhoods.



For details of Tenants and Resident Associations in your area, please contact the Participation Team on **0800-3588078.**

## Single Issue Groups

Sandwell Homes are also supporting tenants in the setting up of single issue groups. Much less formal than a traditional tenants and residents association, these informal groups allow tenants and residents to come together over a particular issue (i.e. Anti-Social Behaviour) and work together with Sandwell Homes staff in getting the issue resolved. The group can then consider whether it wishes to develop into a wider based association or to dissolve.



For further details of Single Issue Groups, please contact the Participation Team on **0800-3588078.**

**This section details the standards that Sandwell Homes will provide and maintain in order to encourage the widest involvement of all tenants.**

## SUPPORT

We will ensure that consultation takes place before decisions are made and tenants will be involved in all stages of the process.

We will listen and respond to what local tenants tell us with the aim of continually improving and providing services that meet the needs the local community.

Will ensure that suitable training is made available for staff and tenants to ensure the effective sharing of local knowledge and skills.

Will investigate different methods of involvement and supporting tenants to develop appropriate models of participation with the local community.

Provide local tenants and residents with the information to make informed decisions about the development and value for money of local housing services.

## INFORMATION

We will provide the accurate and up to date information to enable tenants to make informed decisions. The information will be available in different formats (i.e. newsletters, leaflets, web page etc)

Information will be provided in plain language free from jargon and abbreviations (Any technical terms used will be fully explained).

This Local Compact is also available in other formats, ie large print, Braille, other languages and interpreter etc, where required).

## MEETINGS

We will provide adequate notice of meetings (5 working days) and circulate agendas and related material in advance.

We will provide accessible venues and at various times of the day and evening. This will enable people who work, those with commitments or caring arrangements, those who prefer not to go out in the dark evenings, and those who are reliant on transport, to be able to attend.

We will reimburse travel and other costs, providing support for childcare and home carers to enable them to participate.

We will provide signers and interpreters as required.

## EQUAL OPPORTUNITIES AND DIVERSITY

An ethos of trust and respect for all views will be positively promoted through the compact by supporting the development of strong, secure, self-reliant, self-confident communities.

We will encourage groups from all communities to respect and understand the needs of each other.

We will make special arrangements to consult with and involve communities that are currently under-represented.

We will work with existing tenants and residents groups to help them represent the views of under-represented groups in their community.

Sandwell Homes will work to encourage involvement from other sections of the community.

## TRAINING

We will provide access to training courses to enable tenants and residents to make

informed decisions about housing issues. We will ensure tenants and residents have the necessary skills to run a formal group should they wish to do so.

We will give tenants and residents the opportunity to develop good working relationships with officers and the members of the various representative groups within their community.

We will ensure that tenants and residents receive the level of training to match their responsibilities. This training will be available free in most cases and will include such items as Committee skills, designing newsletters, Housing Explained etc).

Sandwell Homes will be developing, with tenants a 'Housing Explained' training programme.

Tenants will be encouraged to identify their own training needs which bring benefits to their community/organisation.

We will monitor with tenants the effectiveness of training to ensure it is appropriate to the needs of tenants and residents.



For details of Training Courses and to receive the relevant information please contact the Participation Team on

**0800-3588078.**

## RESOURCES

Sandwell Homes will provide resources for tenant, leaseholder and resident involvement. The resource will be both in officer and financial support.

### Officer support.

– There are six Participation Officers, one for each of the six towns (see Section 12). This dedicated team will offer support and guidance to people in a variety of different ways. For example;

- tenants who wish to consider setting up a local group.
- work with local TRA committees in developing their local communities.
- Identifying and supporting tenants and leaseholders who wish to join their Housing Service Panels.

### Financial support.

#### Housing Service Panels

hire costs of venues for meetings, out of pocket expenses to members, refreshments etc.

## Tenants and Residents Associations

Starter Grant of £200 for newly registered Tenants and Residents Associations.

Running Costs Grant of up to £600 can be awarded annually to support Tenant and Resident Associations in maintaining communication with their neighbourhoods.

Capital Costs Grant of up to £750 for Tenant and Resident Associations to buy items such as digital cameras, computers etc to enable them to produce their own publicity/promotional materials etc.

Training Costs Grant.. Where tenants identify training courses that will bring benefits to their group and local communities, a training grant to cover the costs of attending can be considered.



For further details, please contact the Participation Team on **0800-3588078.**

**As well as standards for the compact, Sandwell Homes also has a number of standards for other service areas.**

Performance measures and targets will be set out each year for tenant satisfaction with participation arrangements, local services and their local area. These targets will be agreed with tenants.

We will provide clear and measurable targets against which performance can be judged and assessed.

We will monitor with tenants the effectiveness of training to ensure it is appropriate to the needs of tenants and residents.

We have developed with tenants a number of Service Standards



Copies of Service Standards are available at your local neighbourhood office or by contacting the Customer Relations Team on **0121-569-5047**

They are:

- 1.** Standards for Customer Care.
  - ✓ Getting in touch
  - ✓ Treating you fairly
  - ✓ Improving our services
  - ✓ How to make a Complaint
- 2.** Housing Repairs.
- 3.** Paying you rent & rent arrears recovery.
- 4.** Letting a Home.
- 5.** Anti-Social Behaviour.
- 6.** Community Care and Warden Service.
- 7.** Tenancy Management.
- 8.** Letting a Home.
- 9.** Tenant Opportunities for Involvement.
- 10.** Leaseholder Services.
- 11.** Planned Maintenance.
- 12.** Homelessness.
- 13.** Right to Buy service.
- 14.** Estate Management.
- 15.** Gas Service.

# 6 HOW TENANTS CAN INFLUENCE LOCAL DECISIONS

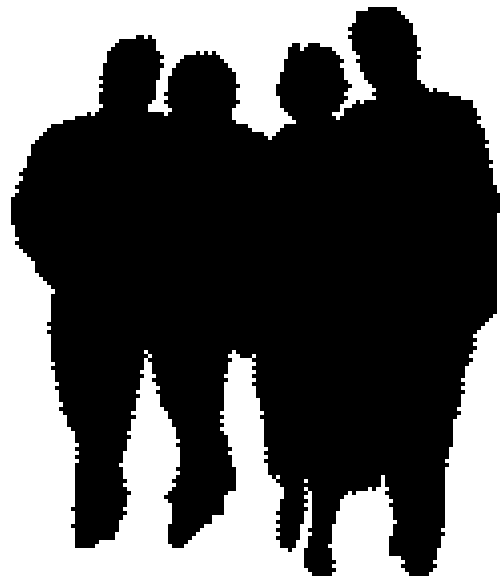
**This section explains how tenants can get involved and contribute to those decisions made locally.**

By being a member of either the Housing Service Panel, helping your local Tenants and Residents Association or working with local people and Sandwell Homes staff, you can play a part in influencing local decisions.

We will always be clear at the start of any process about the level of involvement tenants can have in the decision making process.

## 3 tiers of involvement

- Information – receiving information about what we propose to do in your local area.
- Consultation – asking your views about an issue so that it can be fed into the decision making process.
- Empowering – involving tenants representative of the community to make the decisions on behalf of their neighbourhoods.



# 7 EXAMPLES WHERE TENANTS HAVE INFLUENCED DECISIONS

## Oldbury

Tenants have worked with officers in the development of an Oldbury wide Action Plan (which is monitored by a panel of 3 tenants and 2 officers), and a number of actions have now been completed. These include;

Tenants have influenced the improvements to the communal drying areas around Oldbury.

A quarterly update on Environmental issues concerning Oldbury is now provided to the Housing Service Panel.

Entry and exit points at Alfred Gunn House have now been changed to improve security.

Fencing at Poet's Corner, Tudor Road has now been replaced.

Oldbury Housing Service Panel have designed their own marketing logo.

Consultation events to look at specific issues have taken place across the town as a result of the Housing Service Panel Action plan

### Rowley Regis

Tenants have worked with Sandwell Homes' officers in identifying neighbourhood areas for environmental improvements.

Housing Service Panel members have been involved in shaping the Rowley Regis Sandwell Homes Town Plan.

A number of Estate Walkabouts have been carried out with Sandwell Homes' officers, in order for tenants and residents to identify and look at specific issues of concern. An action plan has been designed to address these issues.

Two Tenants and Residents Associations in the Rowley Regis area have recently been successful in securing funds from Sandwell Homes through its Tenants Project scheme to provide Parking bays and Central Heating on their estates.

Tenants were involved in developing the Brickhouse Estate Master Plan with Sandwell Homes. This plan details the future development and improvements to the area.

### Smethwick

An Anti-Social Behaviour (ASB) Focus group was set up which developed an ASB procedure for both Sandwell Homes and the Council

Tenants in the Windmill Lane area were involved in the development of a Sheltered scheme for both Elmcroft and Biddeford.

The tenant chair of the Housing Service Panel was involved in the selection and appointment of the Senior Neighbourhood Housing manager for the Ford Street office.

Housing Service Panel members have been involved in shaping the Smethwick Sandwell Homes Town Plan.

## Tipton

Both the local Tenant and Resident Association and the Housing Service Panel were involved in identifying a number of flats in an area of Tipton that would be suitable to let for those tenants who were 40 years plus.

Cupfields estate was suffering from Anti-Social Behaviour issues. The Tenants and Residents Association and Sandwell Homes agreed that every second empty property to be let would be offered to a childless couple in order to reduce the density of children on the estate.

Working in partnership with tenants and residents from the Shrubbery estate and Bolton Court, 'Community Agreements' have been put in place in a positive move to reduce the incidents of poor behaviour in the area.

Tenants and Resident Associations and the Housing Service Panel have had opportunities to influence local Safety and Security schemes.

The Housing Service Panel supported local office actions to enable Housing Officers to spend more of their time being 'out and about' the estates.

Gas Service team agreed to work more flexible hours in order to provide a more customer focussed service in response to comments by the Housing Service Panel.

# 7 EXAMPLES WHERE TENANTS HAVE INFLUENCED DECISIONS

## Wednesbury

Tenants have worked with Sandwell Homes officers in identifying areas for environmental improvements.

Sandwell Homes have held street meetings to resolve issues of Estate Management.

Tenants have been involved with the development of the Partnership Stakeholder Panel, set up to oversee major contract selection including the Decent Homes contract.

Action plans have been developed with the tenants and residents to identify specific issues that need to be addressed.

Tenants were consulted with on the review of the local lettings plan for the town.

Regular 6 monthly estate walkabouts are held with tenants across Wednesbury to visit specific areas and identify improvements etc.

Tenants have been involved in the development of proposals to set up a coordinated, community led partnership between all key stakeholders in the Friar Park ward of Wednesbury, to tackle local issues, and affect local change for the better.

## West Bromwich

New security key fobs for entrances to Hamstead House, Scott House and Allen House.

Charlemont Farm tenants and residents have influenced environmental improvements in their area.

Durham Estate tenants and residents involved in deciding clearance programme for the neighbourhood.

Local tenant representative involved in the selection and appointment of Neighbourhood Manager for the Greets Green area.

Lighting environment around the First Choice Property shop improved after tenants involvement.

Housing Service Panel member's views sought on environmental improvements in West Bromwich.

A Partnership Stakeholder Panel has been developed to oversee the contract for the repairs and maintenance for the Decent Homes Standard. Tenants have been involved in not only the marking, scoring of bids and the selection of the successful contractors, but are currently working with the contractors to develop a Customer Care policy. Tenants will also be involved in monitoring the performance of the Contractors.

Work has been carried out with St Mary's House Tenants and Residents Association in securing external funding for furniture for the community flat.

A Single Issue group has been developed to oversee the selection of contractor, and the implementation of the refurbishment programme at St Clements and Wimberger House.

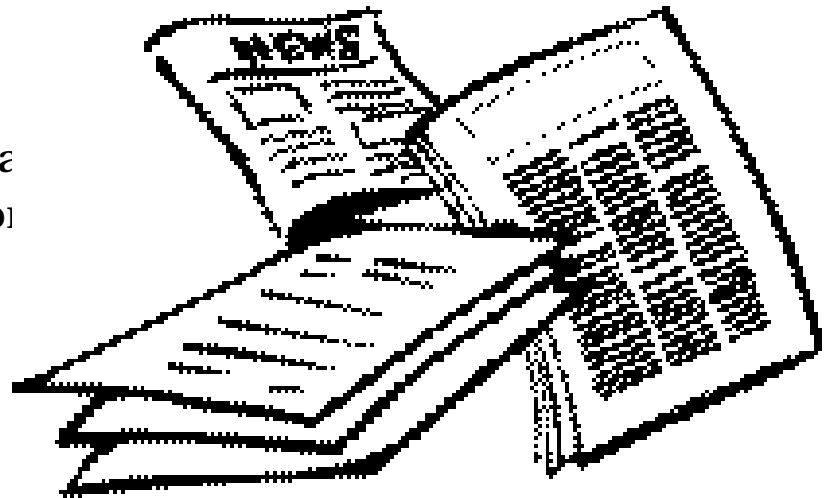
**We will ensure that tenants and residents are kept fully informed via meetings, newsletters and personal letters as appropriate.**

We will inform tenants and residents on what their views were, what the outcome was, and what action will be taken.

This Local Compact can also be made available in other formats, ie large print, Braille, other languages and interpretation service, where required.



For further details, please contact the Participation Team on **0800-3588078.**



## Who will monitor the Compact?

The Housing Service Panels will (in partnership with Sandwell Homes) monitor the implementation and effectiveness of the compact.

The Housing Service Panels will receive Performance information at their quarterly meetings. This information will include: rent arrears levels, Repairs performance, Empty property numbers etc.

## How progress will be measured

Performance will be judged on a number of criteria:

- Tenant satisfaction with
  - Involvement
  - Local services
  - Their local area
- Measuring progress against compacts objectives

- Improving local accountability
- Influencing local policy and practice
- Using complaints to monitor satisfaction
- Government performance indicators



Sandwell Homes will clearly publicise how the public can complain about the action or performance of their local services and the implementation of the local compact.

This information will be provided in a clear and accessible format, stating a guaranteed response time.



Detailed information on the complaints procedure can be found in the Sandwell Homes Customer Care Service Standard, which is available from the Customer Relations Team on

**0121-569-5047**

## MENU OF INVOLVEMENT

**This section details the opportunities available available to tenants to work with us.**

The menu of involvement allows every tenant to get involved at a level which suits them.

Sandwell Homes recognises the involvement and participation that every tenant gives. Spending 10 minutes to complete a survey is equally as important as attending a day conference.

We want as many tenants as possible to play a part in shaping the housing services and we make the commitment to inform you of the outcome of your involvement.

Some of the involvement is occasional (maybe once or twice a year and for a few minutes at a time, while a greater involvement will demand more of your time (maybe a few hours a month etc). On certain consultation exercises we will encourage tenants to contact us on our free phone 0800 3588078

The level of involvement is displayed by the symbol

ONE



TWO



THREE



You decide the level of your involvement.



For more information on opportunities for involvement, please contact the Participation Team on free phone **0800-3588078**

## DESCRIPTION

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**Telephone surveys** – once or twice a year providing we have access to your telephone number on our records.



Completing the occasional **questionnaire/survey form**. This could be postal, website etc.



**Focus groups** – coming together with other tenants to discuss a single issue. The subject will generally be housing related but could include Anti Social Behaviour etc.



**Specific Focus groups** – We use specific focus groups to look at issues which affect different communities within the borough. These will include, disability, black and ethnic minorities etc. Sandwell Homes wants to ensure that every tenant gets the same quality service.



**One-to-One** – talking with a Sandwell Homes officer about a particular housing issue. This could be at your home, or at a convenient venue.



**Attending a Public meeting** (i.e. Tenants and Residents Association). If there is a meeting in your area, then your attendance would be welcomed.



Calling at a **Drop-In** session in relation to housing service issues. We will advertise specific Drop-Ins and would welcome your attendance.



**Roadshow** – attending a roadshow in a neighbourhood near you to hear information about housing. These events will be well advertised and would happen about once or twice a year.



**Bus Tour** – popping on board to receive information about a specific housing related issue. We use the bus on occasions to enable us to reach tenants who are unable to come to us or for those who do not normally get involved.



**Attending** a Sandwell Homes Board or Committee meeting or Housing Service Panel meeting. You can attend either, as both are open to members of the public.



**Suggestion Card** completing and returning a suggestion card which asks for your comments on ways to improve the service.



You decide the level of your involvement.



For more information on opportunities for involvement, please contact the Participation Team on free phone

**0800-3588078**

## DESCRIPTION

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Being a member of the **Sandwell Homes Editorial team** and working with our marketing people in designing newsletters, leaflets, publicity etc.



Attending a **Local Conference** and giving us your views. Local is defined as being in either Sandwell or a neighbouring borough.



Supporting a **Tenants and Residents Association** in your area. Helping committee members in representing their communities.



**Service Improvement Reviews** - Involving tenants in improving the housing services. We will be reviewing different parts of the housing service every year.



**Tenants Talkback** - occasional meeting with tenants and officers on an occasional basis to discuss shared issues.



**SHOP - Sandwell Housing for Older People** - attending monthly meetings as part of a group to discuss issues around Sheltered schemes, Warden controlled housing and other issues that affect our older tenants.



**Monitoring** - working with tenants and officers in monitoring the performance of Contractors who carry out the refurbishment and maintenance of homes.



**Estate Walkabout** - join both tenants and officers in regular walks around your neighbourhood to identify issues that require action (i.e. litter, graffiti etc)



**100 voices** - a pool of a hundred tenants who come together in small groups on an occasional basis to discuss housing issues. These will supplement the Housing Service Panels.



**Policy feedback team** - tenants who agree to receive information on policy by post and provide their views and comments.



**Black, Ethnic and Asian Minorities (BEAM) Consultation Group** is an established part of SCIPS and is open to all Black Asian and Ethnic Minority tenants that live in Sandwell



You decide the level of your involvement.



For more information on opportunities for involvement, please contact the Participation Team on free phone

**0800-3588078**

## DESCRIPTION

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**Sandwell Homes Board member** – play a strong role in developing Sandwell Homes and its Housing Services. Support your tenant board members.



Become a **Tenant Inspector** and join other tenants in inspecting the Housing Services. Training is provided for this prestigious scheme.



**Tenants and Residents Associations (TRA)** – become a committee member of your local TRA and represent your neighbourhood.



**Housing Service Panel member** – work in partnership with both tenants and officers in ensuring a high quality housing service. Housing service Panels meet every 3 months and influence housing policy. They also receive performance information.



Working with Sandwell Homes staff in the **Selection of Repairs and Maintenance Contractors.** When a contract is subject to being advertised you could play a leading role in which contractor is chosen.



**Single Issue Group** – is there a specific issue that concerns both you and your neighbours? Come together for a limited period to get the issue resolved.



Attending a National **Conference** and feeding back the information to your organisation. We will pay you to attend providing it is relevant.



**Tenant Participation Compact** review - working in partnership with Sandwell Council to ensure a robust and effective compact.



**SCIPS** – is a voluntary non-political organisation which represents tenants and residents throughout Sandwell. (See Section 14)



You decide the level of your involvement.



For more information on opportunities for involvement, please contact the Participation Team on free phone

**0800-3588078**

**Sandwell Homes employs a participation team of 7, comprising of a Tenant Participation and Liaison Co-ordinator and 6 Participation Officers. You will see that there is a dedicated Participation Officer for each of the six towns.**

**Derek Fletcher** Tenant Participation and Liaison Co-ordinator  
Tel: 0121 569 5178  
Email: [derek\\_fletcher@sandwellhomes.org.uk](mailto:derek_fletcher@sandwellhomes.org.uk)  
Mobile/text: 07796275969

**Debra Pierson** Participation Officer for Oldbury  
Tel: 0121 569 5350  
Email: [debra\\_pierson@sandwellhomes.org.uk](mailto:debra_pierson@sandwellhomes.org.uk)  
Mobile/text: 07796275978

**Gail Ashfield** Participation Officer for Rowley  
Tel: 0121 569 5327  
Email: [gail\\_ashfield@sandwellhomes.org.uk](mailto:gail_ashfield@sandwellhomes.org.uk)  
Mobile/text: 07973704751

**Sharon Williams** Participation Officer for Smethwick  
Tel: 0121 569 5279  
Email: [sharon\\_williams@sandwellhomes.org.uk](mailto:sharon_williams@sandwellhomes.org.uk)  
Mobile/text: 07796275974

**Richard Alonzo** Participation Officer for Tipton  
Tel: 0121 569 5258  
Email: [richard\\_alonzo@sandwellhomes.org.uk](mailto:richard_alonzo@sandwellhomes.org.uk)  
Mobile/text: 07789480936

**Dean Wright** Participation Officer for Wednesbury  
Tel: 0121 569 5140  
Email: [dean\\_wright@sandwellhomes.org.uk](mailto:dean_wright@sandwellhomes.org.uk)  
Mobile/text: 07779791327

**Bal Gill** Participation Officer for West Bromwich  
Tel: 0121 569 5211  
Email: [bal\\_k\\_gill@sandwellhomes.org.uk](mailto:bal_k_gill@sandwellhomes.org.uk)  
Mobile/text: 07919110073

## TARGETS

**This section details the number and type of performance targets that tenants have requested for their town.**

**The targets will be reviewed annually with performance information and results being made available for any tenants or residents in the area.**

We will provide:

### Access, Customer Care and User Focus

- Quarterly newsletter for all tenants.
- Quarterly participation report to Housing Service Panels.
- Acknowledge all tenant contributions within 5 working days.
- Provide feedback on the outcomes of consultation within 20 working days, or where this is not possible, advise of progress to date.

### Diversity

- Ensure venues used are Disability Discrimination Act compliant.
- Provide translation and interpretation services for events where appropriate.
- Provide appropriately trained/qualified staff sensitive to the needs of the local community.
- Identify and remove barriers to participation.

- Develop opportunities for involvement targeted specifically at; new tenants, tenants with disabilities, young tenants, tenants with families, black and minority ethnic tenants.

### Resources for Resident Involvement

- Pay out of pocket expenses at the event or where this is not possible within 5 working days.
- Provide childcare facilities or cover childcare expenses.
- Process grant applications within 5 working days.
- Develop an annual training programme with tenants.
- Identify training opportunities to Tenants and Residents Associations and Housing Service Panels.

### Value for Money

- Use tenant feedback to drive the process of continuous improvement.
- Carry out annual review of the effectiveness of participation services with the Housing Service Panels.



This section provides a brief introduction to SCIPS. This organisation provides opportunities for tenant involvement.

SCIPS is a non-political, independent, charitable organisation led by Sandwell residents.

They offer facilities, skills and expertise to provide a range of high quality services and a link for all communities to consult on local regional and national housing and regeneration issues.

SCIPS exists to encourage an effective exchange of views and opinions, enabling communities to influence and affect change.

Contact details:



Sandwell Community  
Information and  
Participation Service  
Limited  
Ground Floor,  
Christ Church,  
Birmingham Street,  
Oldbury,

West Midlands. B69 4DY.  
Telephone 0121 544 1230.  
e-mail [enquires@scips.org.uk](mailto:enquires@scips.org.uk)  
web: <http://www.scips.org.uk>

# OLDBURY

## SANDWELL HOMES

### LOCAL OFFICES

#### **Bristnall Neighbourhood Office**

Beeches Road  
Oldbury  
West Midlands  
B68 9TY  
Tel: 0121 569 5350 / 5351 / 5352  
Fax: 0121 569 5353  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday,  
Tuesday, Thursday 9.00am - 5.00pm.  
Wednesday 9.00am - 1.00pm.  
Friday 9.00am - 4.30pm

#### **Langley Neighbourhood Office**

Farley House  
Vicarage Road  
Oldbury  
West Midlands  
B68 8HT  
Tel: 0121 569 5179 / 5180 / 5181  
Fax: 0121 569 5182  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday - Wednesday  
9.00am - 5.00pm,  
Thursday 9.00am - 1.00pm,  
Friday 9.00am - 4.30pm

#### **Lion Farm Neighbourhood Office**

Hartlebury Road  
Oldbury  
West Midlands  
B69 1EQ  
Tel: 0121 569 5201 / 5202 / 5203  
Fax: 0121 569 5204  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday - Wednesday  
9.00am - 5.00pm,  
Thursday 9.00am - 1.00pm,  
Friday 9.00am - 4.30pm

### REPAIRS CENTRE

Oldbury Repairs Centre  
Tel: 0121 569 6400  
Email:  
[oldbury\\_repairs@sandwellhomes.org.uk](mailto:oldbury_repairs@sandwellhomes.org.uk)  
Opening Hours: Monday - Thursday  
9.00am - 5.30pm,  
Friday 9.00am - 5.00pm

### OUT OF HOURS EMERGENCY REPAIRS

Contact hours:  
Monday to Friday 5.00pm - 9.00am  
Telephone:  
0121 569 6049 or 0121 569 6050  
Contact hours:  
Weekends, Bank holidays - 24 hours  
Telephone: 0800 844112

#### **Oldbury Allocations Team**

Tel: 0121 569 5351/2

#### **Oldbury Homelessness Team**

Tel: 0121 569 5201/2

#### **Oldbury Arrears Team**

Tel: 0121 569 2671

## SANDWELL MBC

### TOWN TEAM

Oldbury Town Team  
Oldbury Fire Station  
Old Park Lane  
Oldbury  
B69 4PU  
Tel: 0121 569 3121  
Fax: Currently Unavailable  
Email: [regeneration@sandwell.gov.uk](mailto:regeneration@sandwell.gov.uk)  
Opening Hours: Monday - Friday  
9.00am - 5.30pm

# ROWLEY REGIS

## SANDWELL HOMES

### LOCAL OFFICES

#### Blackheath Neighbourhood Office

Payne Street  
Rowley Regis  
West Midlands  
B65 0DH  
Tel: 0121 569 5303 / 5304 / 5305  
Fax: 0121 559 7335  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday, Tuesday,  
Thursday 9.00am - 5.00pm.  
Wednesday 9.00am - 1.00pm.  
Friday 9.00am - 4.30pm

#### Cradley Heath Neighbourhood Office

St Anne's Road  
Cradley Heath  
West Midlands  
B64 5BS  
Tel: 0121 569 5155 / 5156 / 5157  
Fax: 0121 569 5158  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday - Wednesday  
9.00am - 5.00pm, Thursday 9.00am -  
1.00pm, Friday 9.00am - 4.30pm

#### Tividale / Oakham Neighbourhood Office

49 / 50 Hilton Road  
Tividale  
West Midlands  
B69 1JU  
Tel: 0121 569 3700 / 3701 / 3702  
Fax: 0121 569 3703  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday - Friday  
9.00am - 1.00pm

### REPAIRS CENTRE

Rowley Regis Repairs Centre  
Tel: 0121 569 2709 / 5330  
Email:  
[rowleyregis\\_repairs@sandwellhomes.org.uk](mailto:rowleyregis_repairs@sandwellhomes.org.uk)  
Opening Hours: Monday - Thursday  
9.00am - 5.30pm,  
Friday 9.00am - 5.00pm

### OUT OF HOURS EMERGENCY REPAIRS

Contact hours:  
Monday to Friday 5.00pm - 9.00am  
Telephone:  
0121 569 6049 or 0121 569 6050  
Contact hours:  
Weekends, Bank holidays - 24 hours  
Telephone: 0800 844112

#### Rowley Regis Allocations Team

Tel: 0121 569 5327/8

#### Rowley Regis Homelessness Team

Tel: 0121 569 2671/8

#### Rowley Regis Arrears Team

Tel: 0121 569 2671/8

## SANDWELL MBC

### TOWN TEAM

Rowley Regis Town Team  
First Floor, Britannia Centre  
Britannia Road  
Blackheath  
B65 9NF  
Tel: 0121 561 3337  
Fax: 0121 561 6700  
Email: [regeneration@sandwell.gov.uk](mailto:regeneration@sandwell.gov.uk)  
Opening Hours: Monday - Friday  
9.00am - 5.00pm

# SMETHWICK

## SANDWELL HOMES

### LOCAL OFFICES

#### **Bearwood Neighbourhood Office**

Reginald Road  
Smethwick  
West Midlands  
B67 5AQ  
Tel: 0121 569 5335 / 5336 / 5337  
Fax: 0121 434 5289  
Email: Currently Unavailable  
Opening Hours: Monday,  
Tuesday, Thursday 9.00am - 5.00pm.  
Wednesday 9.00am - 1.00pm.  
Friday 9.00am - 4.30pm

#### **Cape Hill Neighbourhood Office**

Unett Street Road  
Smethwick  
West Midlands  
B66 3SY  
Tel: 0121 569 5252 / 5253 / 5354  
Fax: 0121 569 5255  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday,  
Tuesday, Thursday 9.00am - 5.00pm.  
Wednesday 9.00am - 1.00pm.  
Friday 9.00am - 4.30pm

#### **Smethwick Neighbourhood Office**

Ford Street  
Smethwick  
West Midlands  
B67 7QY  
Tel: 0121 569 5279 / 5280 / 5281  
Fax: 0121 569 5282  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday, Tuesday,  
Thursday 9.00am - 5.00pm,  
Wednesday 9.00am - 1.00pm,  
Friday 9.00am - 4.30pm

### REPAIRS CENTRE

Smethwick Repairs Centre  
Tel: 0121 569 6420  
Email:  
[smethwick\\_repairs@sandwellhomes.org.uk](mailto:smethwick_repairs@sandwellhomes.org.uk)  
Opening hours: Monday - Thursday  
9.00am - 5.30pm,  
Friday 9.00am - 5.00pm

### OUT OF HOURS EMERGENCY REPAIRS

Contact hours:  
Monday to Friday 5.00pm – 9.00am  
Telephone:  
0121 569 6049 or 0121 569 6050  
Contact hours:  
Weekends, Bank holidays – 24 hours  
Telephone: 0800 844112

#### **Smethwick Allocations Team**

Tel: 0121 569 5338

#### **Smethwick Homelessness Team**

Tel: 0121 569 2712

#### **Smethwick Arrears Team**

Tel: 0121 569 5283

## SANDWELL MBC

### TOWN TEAM

Smethwick Town Team  
196 Moor Street  
West Bromwich  
West Midlands  
B70 7AP  
Tel: 0121 569 4636  
Fax: Currently Unavailable  
Email: [regeneration@sandwell.gov.uk](mailto:regeneration@sandwell.gov.uk)  
Opening Hours: Monday - Friday  
9.00am - 5.30pm

# TIPTON

## SANDWELL HOMES

### LOCAL OFFICES

#### Great Bridge Neighbourhood Office

Sheepwash Lane

Great Bridge

West Midlands

DY4 7JF

Tel: 0121 569 5213 / 5214 / 5215

Fax: 0121 569 5216

Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)

Opening Hours: Monday - Wednesday

9.00am - 5.00pm,

Thursday 9.00am - 1.00pm,

Friday 9.00am - 4.30pm

#### Princes End Neighbourhood Office

High Street

Princes End

Tipton

West Midlands

DY4 9JB

Tel: 0121 569 5245 / 5246 / 5247

Fax: 0121 569 5248

Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)

Opening Hours: Monday Tuesday,

Thursday 9.00am - 5.00pm,

Wednesday 9.00am - 1.00pm,

Friday 9.00am - 4.30pm

#### Tipton Neighbourhood Office

6 Unity Walk

Tipton

West Midlands

DY4 8QL

Tel: 0121 569 5258 / 5259 / 5260

Fax: 0121 569 5261

Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)

Opening Hours: Monday - Wednesday

9.00am - 5.00pm, Thursday 9.00am -

1.00pm, Friday 9.00am - 4.30pm

### REPAIRS CENTRE

Tipton Repairs Centre

Tel: 0121 569 2725

Email:

[tipton\\_repairs@sandwellhomes.org.uk](mailto:tipton_repairs@sandwellhomes.org.uk)

Opening hours: Monday - Thursday

9.00am - 5.30pm,

Friday 9.00am - 5.00pm

### OUT OF HOURS EMERGENCY

#### REPAIRS

Contact hours:

Monday to Friday 5.00pm - 9.00am

Telephone: 0121 569 6049 or

0121 569 6050

Contact hours:

Weekends, Bank holidays - 24 hours

Telephone: 0800 844112

#### Tipton Allocations Team

Tel: 0121 569 2702/03

#### Tipton Homelessness Team

Tel: 0121 569 2744

#### Tipton Arrears Team

Tel: 0121 569 2700/2729

## SANDWELL MBC

### TOWN TEAM

Tipton Town Team

St Pauls Community Centre

Brick Kiln Street

Tipton

DY4 9BP

Tel: 0121 520 0728

Fax: Currently Unavailable

Email: [regeneration@sandwell.gov.uk](mailto:regeneration@sandwell.gov.uk)

Opening Hours: Monday - Friday

9.00am - 5.30pm

# WEDNESBURY

## SANDWELL HOMES

### LOCAL OFFICES

#### Harvills Hawthorn Neighbourhood Office

St. Vincent's Crescent  
Harvills Hawthorn  
West Bromwich  
West Midlands  
B70 0LG  
Tel: 0121 569 5295 / 5296 / 5297  
Fax: 0121 569 5298  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday - Wednesday  
9.00am - 5.00pm,  
Thursday 9.00am - 1.00pm,  
Friday 9.00am - 4.30pm

#### Wednesbury Neighbourhood Office

Loxdale Street  
Wednesbury  
West Midlands  
WS10 7DN  
Tel: 0121 569 5140 / 5141 / 5142  
Fax: 0121 556 8544  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday, Tuesday,  
Thursday 9.00am - 5.00pm,  
Wednesday 9.00am - 1.00pm,  
Friday 9.00am - 4.30pm

#### Woods / Mesty Croft Neighbourhood Office

Oxford Street  
Wednesbury  
West Midlands, WS10 0QN  
Tel: 0121 569 5171 / 5172 / 5173  
Fax: 0121 569 5174  
Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)  
Opening Hours: Monday - Wednesday  
9.00am - 5.00pm, Thursday 9.00am -  
1.00pm, Friday 9.00am - 4.30pm

### REPAIRS CENTRE

Wednesbury Repairs Centre  
Tel: 0121 569 4300  
Email:

[wednesbury\\_repairs@sandwellhomes.org.uk](mailto:wednesbury_repairs@sandwellhomes.org.uk)  
Opening hours: Monday - Thursday  
9.00am-5.30pm, Friday 9.00am- 5.00pm

### OUT OF HOURS EMERGENCY REPAIRS

Contact hours:  
Monday to Friday 5.00pm – 9.00am  
Tel: 0121 569 6049 or 0121 569 6050  
Contact hours:  
Weekends, Bank holidays – 24 hours  
Telephone: 0800 844112

#### Wednesbury Allocations Team

Tel: 0121 569 5285/2716

#### Wednesbury Homelessness Team

Tel: 0121 569 5285/2716

#### Wednesbury Arrears Team

Tel: 0121 569 2700/2729

## SANDWELL MBC

### TOWN TEAM

Wednesbury Town Team  
Unit 5, Woden House  
The Shambles  
Market Place  
Wednesbury, WS10 7AG  
Tel: 0121 569 4638  
Fax: Currently Unavailable  
Email: [regeneration@sandwell.gov.uk](mailto:regeneration@sandwell.gov.uk)  
Opening Hours: Monday -  
Friday 9.00am - 5.30pm

# WEST BROMWICH

## SANDWELL HOMES

### LOCAL OFFICES

#### **Greets Green Neighbourhood Office**

Harwood Street

Greets Green

West Bromwich

B70 9JF

Tel: 0121 569 5287 / 5288 / 5289

Fax: 0121 569 5290

Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)

Opening Hours: Monday - Wednesday

9.00am - 5.00pm,

Thursday 9.00am - 1.00pm,

Friday 9.00am - 4.30pm

#### **Stone Cross Neighbourhood Office**

Clifton Lane

West Bromwich

West Midlands

B71 3AS

Tel: 0121 569 5211 / 5212 / 5218

Fax: 0121 569 2694

Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)

Opening Hours: Monday, Tuesday

Thursday 9.00am - 5.00pm,

Wednesday 9.00am - 1.00pm,

Friday 9.00 - 4.30pm

#### **Hateley Heath Neighbourhood Office**

Monmouth Drive

Hateley Heath

West Bromwich

West Midlands

B71 2ST

Tel: 0121 569 5205 / 5206 / 5207

Fax: 0121 569 5208

Email: [housing@sandwell.gov.uk](mailto:housing@sandwell.gov.uk)

Opening Hours: Monday - Wednesday

9.00am - 5.00pm,

Thursday 9.00am - 1.00pm,

Friday 9.00am - 4.30pm

### REPAIRS CENTRE

West Bromwich Repairs Centre

Tel: 0121 569 6440

Email: [westbromwich\\_repairs@sandwellhomes.org.uk](mailto:westbromwich_repairs@sandwellhomes.org.uk)

Opening hours: Monday - Thursday

9.00am - 5.30pm,

Friday 9.00am - 5.00pm

### OUT OF HOURS EMERGENCY REPAIRS

Contact hours:

Monday to Friday 5.00pm - 9.00am

Telephone: 0121 569 6049 or

0121 569 6050

Contact hours:

Weekends, Bank holidays - 24 hours

Telephone: 0800 844112

### West Bromwich Allocations Team

Tel: 0121 525 3524

### West Bromwich Homelessness Team

Tel: 0121 569 5287

### West Bromwich Arrears Team

Tel: 0121 569 2682

## SANDWELL MBC

### TOWN TEAM

West Bromwich Town Team

Control House

Shaftesbury Street

West Bromwich

B70 9QD

Tel: 0121 569 4641

Fax: Currently Unavailable

Email: [regeneration@sandwell.gov.uk](mailto:regeneration@sandwell.gov.uk)

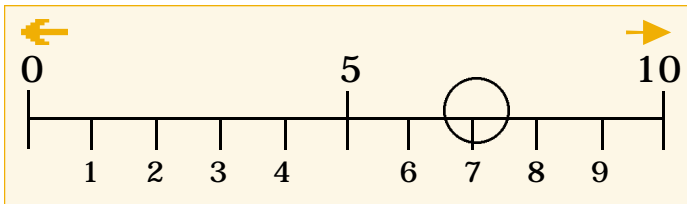
Opening Hours: Monday - Friday

9.00am - 5.30pm

The Compact details how local Tenants can play an active role in shaping the housing services delivered by Sandwell Homes.

It explains the roles and responsibilities of both Sandwell Homes and tenants, and standards in which to ensure that tenants' involvement is real and encouraged.

Would you kindly mark each section in the following way:

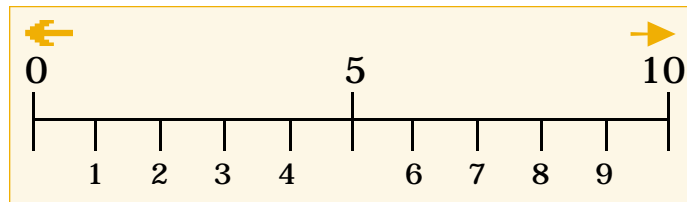


The Scoring chart above is graded 0 - 10.  
 0 = low, 5 = average, 10 = high.  
 The example above shows a score of seven.  
 Each section will carry this scoring chart.  
 Make your score by circling the number you feel is fair.

### Section 1. Introduction and Background

#### Local Compact

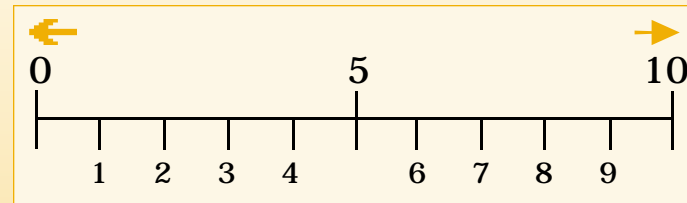
Is the description of the Local Compact clear and understandable? A



Comment \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

#### Aims

Do you agree with the aims of the Local Compact? B



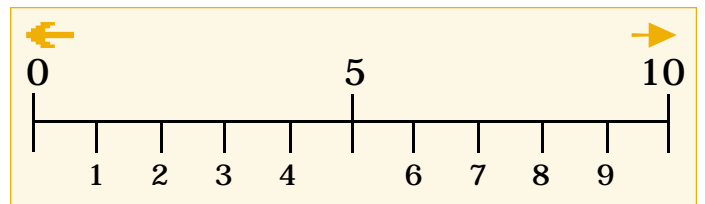
Comment \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Section 3. Aims, Roles and Responsibilities

#### Roles and Responsibilities

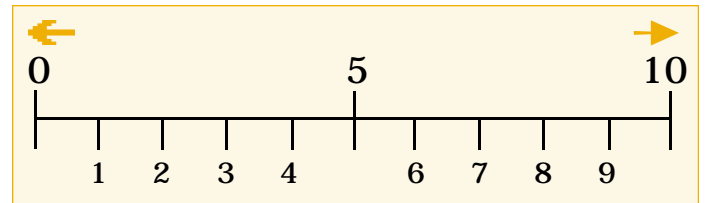
Do you agree with the roles and responsibilities of the following:

#### Housing Service Panel C



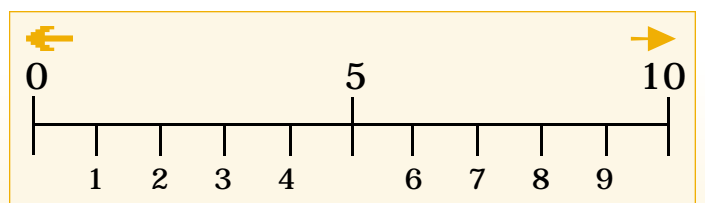
Comment \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

#### Tenants/ Residents/Community Association's D



Comment \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

#### Single Issue Groups D



Comment \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

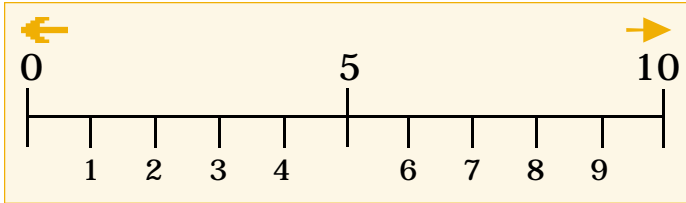
## Section 4. Standards

### Standards

Do you agree with the standards for;

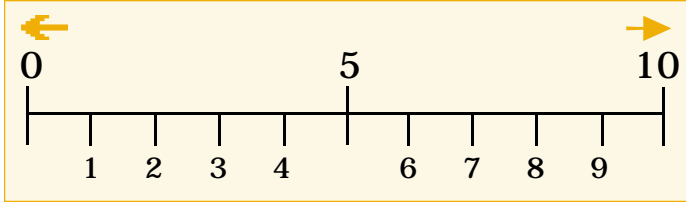
#### a. Support

E



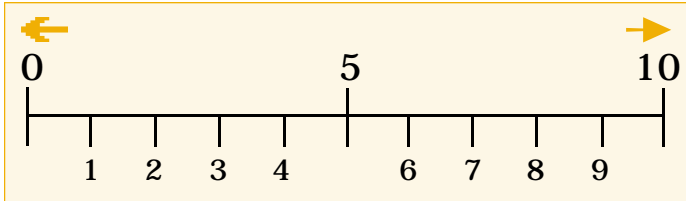
#### b. Information

F



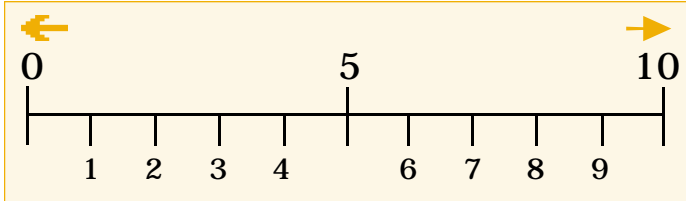
#### c. Meetings

G



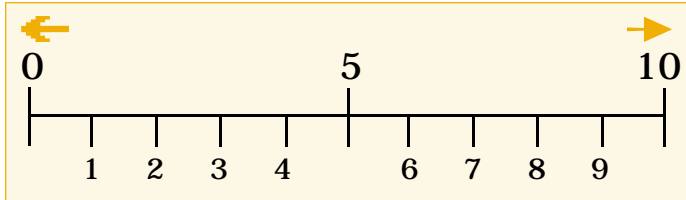
#### d. Equal Opportunities and Diversity

H



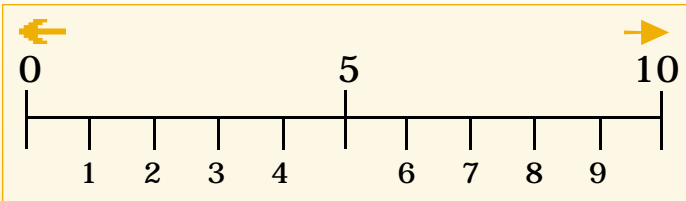
#### e. Training

I



#### f. Resources

J



Comment \_\_\_\_\_

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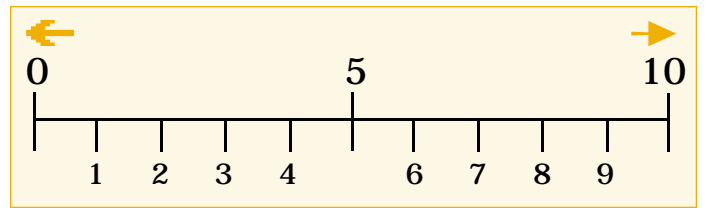
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## Section 5. Service Standards

Were you aware that Sandwell Homes have launched a new set of Service Standards?

K



Comment \_\_\_\_\_

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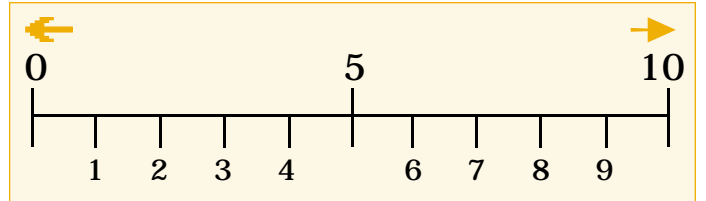
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## Section 6. How Tenants can Influence Local Decisions

Where you aware of the ways tenants can influence decisions?

L



Comment \_\_\_\_\_

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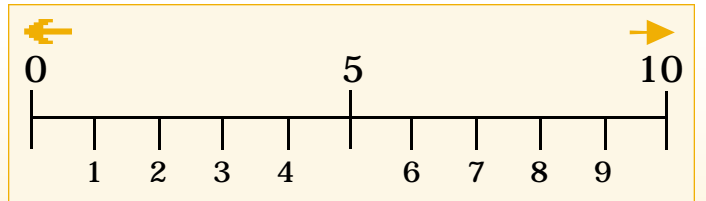
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## Section 9. Monitor and Review

Do you think it is important to monitor and review the Local Compact?

M



Comment \_\_\_\_\_

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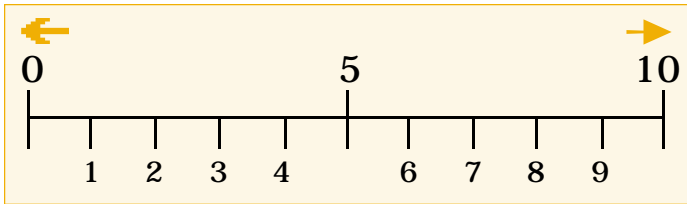
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## Section 11. Opportunities for Involvement

Do you find the Menu of Involvement easy to follow?

N

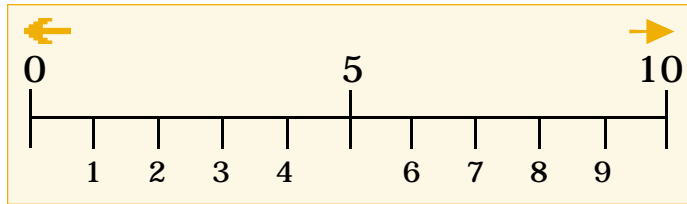


Comment \_\_\_\_\_

\_\_\_\_\_

Do you think the Menu of Involvement will encourage people to get involved?

0



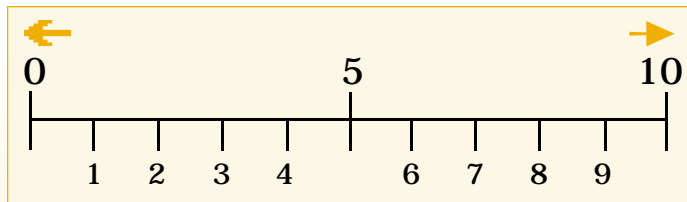
Comment \_\_\_\_\_

\_\_\_\_\_

## Section 12. Participation Team

Were you aware that Sandwell Homes had its own Participation Team?

P



Comment \_\_\_\_\_

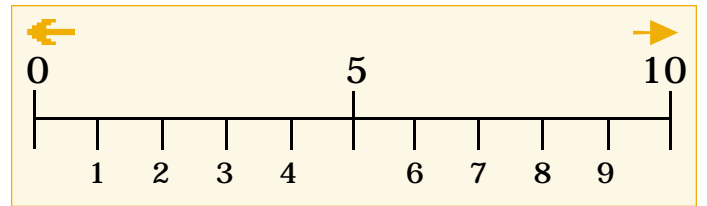
\_\_\_\_\_

\_\_\_\_\_

## Section 13. Targets:

Do you think the local targets are realistic?

Q



Comment \_\_\_\_\_

\_\_\_\_\_

Is there a target you would like to include (please detail)

\_\_\_\_\_

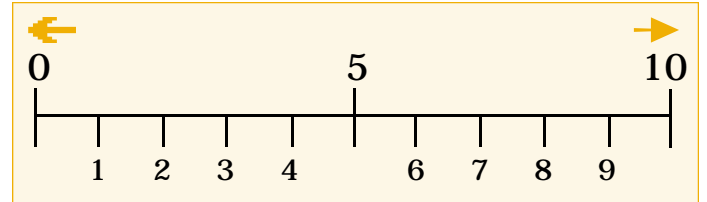
\_\_\_\_\_

\_\_\_\_\_

## Section 14. Sandwell Community Information and Participation Service (SCIPS)

Were you aware of SCIPS as an organisation?

R



Comment \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you have any other comments?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# About You

Name:

Address:

Post Code:

Telephone Numbers:

## Your Ethnic Origin

**Black or Black British:**

Caribbean

African

Black Other

**White**

White British

White Irish

White Other

**Other Ethnic Group**

Chinese

Yemeni

Other (please specify)

**Asian or Asian British:**

Indian

Sikh

Pakistani

Bangladeshi

Asian Other

**Mixed**

White & Black Caribbean

White & Black African

White & Asian

Mixed Other

**What age group do you fall into?**

18 - 24  25 - 44

45 - 64  65+

**What kind of home do you live in?**

House

Maisonette

Bungalow

Flat

Sheltered

Other

**THANK YOU FOR TAKING  
THE TIME TO COMPLETE  
THIS QUESTIONNAIRE**