

# Contact Information

For further information on the tenant inspector project please contact

Sandwell Homes, Business Development Division

Tel: 0121 569 6000

Fax: 0121 569 5345

Email: customer\_services@sandwellhomes.org.uk

Website: www.sandwellhomes.org.uk

Post in an envelope to:

Tenant Inspector Project  
FREEPOST, RLUK-GKTZ-JSXG  
Sandwell Homes, Dartmouth House  
Business Development Division  
Sandwell Road  
West Bromwich, B70 8TQ

or contact:  
Sandwell Community Information  
and Participation Services (SCIPS)

Tel: 0121 544 1230 or 0121 569 3142

Fax: 0121 544 9676

Email: enquiries@scips.org.uk

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 كنت 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 অনূবাদ পেতে চান অথবা ব্রাইল-এ, বড় অক্ষরের ছাপা অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

## Kurdish Kumanji

Eger hûn dixwazin kopyeke vê dokumentê bê wergerandin yan jî dixwazin kopyeke bi Tipên Koran (Braille), bi Tipên Mezînan yan jî wekî Axaftina Qeydkirî bidest bixin, jî kerema xwe têkildar bin bi hejmara telefonê 0121-569 6030.

## Kurdish Sorani

ی برهیل، چاپی، نهگەر تۆ دهتهو ت نهم به گهیه وهر بگرینهوه  
یان له سهر شریتی کاسدت بو تۆ ناماده سهر زمانی خۆت، یان به د  
0121-569-6030. بکهن، تکایه په یه هندی بکه به ژماره تلهفونی قه به

## Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਅਡਿੱਟਿ ਟੈਪ 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 چاہیے یا بریل،  
بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے  
مہربانی 0121-569 6030 پر رابطہ کریں

**Sandwell Homes**  
Quality Housing, Excellent Services  
☆☆☆

# Volunteer Tenant Inspectors 'How to get involved'



المفتشون المتطوعون من بين السكان "كيفية المشاركة"

স্বেচ্ছাসেবী ভাড়াটে পরিদর্শক স্বীভাবে যুক্ত হবেন

Kirêkarên ku bi xwesteka xwe xizmetguzariya malan kontrol dikin 'Çawa Têkildar Bibin'

کری چی خۆ به خسته کانی پشک ئه نهری  
خزمهتگوزاری مکنای خانوو به ره! چون به شداری بکهی!

ਵਾਲੰਟੀਅਰ ਕਿਰਾਏਦਾਰ ਮੁਆਇਨਾਕਾਰ 'ਕਿਵੇਂ ਸ਼ਾਮਲ ਹੋਵੋ'

Kireysteyaasha Baarayaasha Mutadawiciinta ah 'sida looga qaybqaato'

رضاکار کرایه دار انسپکٹر کیسے شامل ہوا جائے!

Version 2 Nov 2011

www.sandwellhomes.org.uk

*Demonstrating our commitment  
to the social housing sector*

## What is the Tenant Inspectorate Project

Tenants across the borough can inspect the services provided by Sandwell Homes.

The project gives an independent view from a tenants perspective to improve services.



A volunteer tenant inspector can be involved in:

- \* Conducting face to face interviews
- \* Mystery Customers
- \* Shadowing an officer
- \* Conducting telephone surveys
- \* Attending a bi-monthly meeting

The level of involvement is up to you.



### What the project has achieved:

- ✓ Project running since 2000
- ✓ Supported by Sandwell Community Information Participation Service (SCIPS)
- ✓ All reports go to key decision makers in Sandwell Homes
- ✓ Improved signage and access at various local offices
- ✓ Implemented a review of customer care strategy in local offices
- ✓ Improved Out of Hours reporting procedure
- ✓ Challenged repairs reporting procedure
- ✓ Reduce paperwork involved in estate management



### What does it involve?

- ✓ Complete an application form (available on request)
- ✓ Provide representation of tenant population by age, town and ethnic origin
- ✓ Attend training sessions
- ✓ Inspect services provided by Sandwell Homes
- ✓ Attend bi-monthly meetings
- ✓ Reasonable travel expenses(reimbursed)

### Interested?

Please complete and return to the **FREEPOST** address overleaf:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

Tel: \_\_\_\_\_

I am interested in becoming involved in:

- |   |   |
|---|---|
| <input type="checkbox"/> Mystery Customer     | <input type="checkbox"/> Desk top audit       |
| <input type="checkbox"/> Telephone surveys    | <input type="checkbox"/> Door to door surveys |
| <input type="checkbox"/> Face to face surveys |   |

NB: Tick as many boxes as apply