

General Contact Information

General Enquiries

Telephone: 0121 569 6000

Fax: 0121 569 6015

Email: customer_services@sandwellhomes.org.uk

Post: Sandwell Homes,
Sandwell Road,
West Bromwich,
West Midlands. B70 8TQ.

Out of Hours Emergency Repairs

Monday to Friday: 8.00 pm - 8.00 am

Weekends & Bank Holidays: 24 hours

Telephone: 0800 844112

Rent Arrears Enforcement Team

Telephone: 0121 569 6000

Fax: 0121 569 5129

Post: Sandwell Homes,
Court House,
High Street,
West Bromwich,
West Midlands. B70 8LU.

Sandwell Homes Property Shop

How can you rent a home?

Sandwell Homes now operates property shops to let council homes in Sandwell. If you would like to rent a council home [get in touch](#).

Telephone: 0121 569 6000

Website: www.sandwellhomes.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 kopiyekê wê dokumentê bê wergerandin yan jî dixwazin kopiyekê bi Tipên Koran (Braille), bi Tipên Mezînan yan jî wekî Axaftina Qeydkirî bidest bixînin, ji kerema xwe têkildar bin bi hejmara telefonê 0121-569 6030.

Kurdish Sorani

ئێ بڕهیل، چاپی "ئهنگهر تۆ دهتهو ت ئهم به گهیه وهر بگر رینهوه
یان له سهر شریتی کاندت بو تۆ ئاماده 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 ਅੱਡੀਓ 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 kasiecie 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
☆☆☆

What is Sandwell Homes?



Our aim... 'is to be nationally recognised as a best practice social housing provider by delivering sustainable quality homes and excellent customer services through committed and motivated employees.'

ما هي ساندویل للإسكان؟

স্যান্ডওয়েল হোমস্ কী?

Malên Sandwell Çi Ne?

خانووہکانی سہندو چی؟

ਸੈਂਡਵੈਲ ਹੋਮਸ ਵੀ ਹੈ?

Waa maxay Guriyeynta Sandwell?

سینڈویل ہومز کیا ہیں؟

**Demonstrating our commitment
to the social housing sector**

Version 2 Nov 2011

www.sandwellhomes.org.uk

What is Sandwell Homes?

In 2004, the responsibility for managing council homes in Sandwell moved from Sandwell Council to Sandwell Homes.



Sandwell Homes is an Arms Length Management Organisation created by Sandwell Council to manage, maintain and improve its council homes and estates. Sandwell Homes is governed by a board consisting of tenants, councillors and independent members. The organisation is non-profit making and is 100% owned and controlled by Sandwell Council.



Sandwell Homes' services include:

- Bringing all council homes up to the Government's Decent Homes Standard by 2010.
- Managing Sandwell Council's housing stock, and operating the council's Choice Based Lettings policy.
- Advising tenants of their rights and the services available to them.
- Rent collection and rent arrears recovery.
- Repairing and maintaining all council homes through a day-to-day repairs service.
- Keeping estates clean and tidy.
- Sheltered housing and community care, such as community alarms.
- Anti-social behaviour investigation and support on estates.
- Assisting with home contents insurance.
- Signing up new tenants and making sure people abide by tenancy conditions.
- Promoting tenant participation.
- Investigating homelessness applications and rehousing where appropriate.
- Right to Buy administration and leasehold services.
- Dealing with customer complaints and enquiries.
- Janitorial, concierge and cleaning services on flatted estates.

