



If you would find it easier to talk to us in your own language please ask an english-speaking friend or relative to contact 0800 183 0454. We can arrange for an interpreter to contact you to discuss any translation you need.

Castilian

Si lo encontraría más fácil hablar con nosotros en su propio idioma, por favor pida a un amigo o familiar que hable inglés para llamar al 0800 183 0454. Podemos organizar un intérprete para hablar con usted en su idioma y discutir cualquier necesidad de traducción que tenga.

Greek

Αν βρείτε πιο εύκολο να μιλήσετε μαζί μας στην δική σας γλώσσα, παρακαλούμε να ζητήσετε από κάποιον φίλο ή συγγενικό πρόσωπο που μιλάει αγγλικά να επικοινωνήσει με το 0800 183 0454. Μπορούμε να οργανώσουμε έναν ερμηνέα για να μιλήσουμε μαζί σας στην δική σας γλώσσα και να συζητήσουμε για οποιαδήποτε ανάγκη μετάφρασης έχετε.

Cajpanai

Si lo encontraría más fácil hablar con nosotros en su propio idioma, por favor pida a un amigo o familiar que hable inglés para llamar al 0800 183 0454. Podemos organizar un intérprete para hablar con usted en su idioma y discutir cualquier necesidad de traducción que tenga.

Mandarin

如果您觉得用普通话跟我们沟通更容易，请您让一位会说英语的朋友或家人联系 0800 183 0454。我们可以安排一位翻译人员与您沟通，讨论您可能需要的任何翻译。

Polski

Jeśli łatwiej Ci będzie rozmawiać z nami w własnym języku, poproś kogoś z Twoich bliskich, który mówi po angielsku, aby skontaktował się z nami pod numerem 0800 183 0454. Możemy zadzwonić do Ciebie tłumaczem, który omówi z Tobą, jakiego rodzaju tłumaczenia będziesz potrzebować.

Portugali

Se preferir falar com nós em seu próprio idioma, por favor peça para um amigo ou familiar que fale inglês ligar para o 0800 183 0454. Podemos organizar um intérprete para falar com você em seu idioma e discutir qualquer necessidade de tradução que você tenha.

Urdu

اگر آپ کو ہم سے اپنی اپنی زبان میں بات کرنے کی سہولت چاہیے، تو براہ کرم اپنی انگریزی بولنے والی دوست یا رشتہ دار کو 0800 183 0454 پر رابطہ کرنے کے لیے کہیں۔ ہمیں آپ کی زبان میں بات کرنے کی سہولت فراہم کرنے کے لیے تیار ہیں۔

If you would like this document in a different form, for example audio cassette, large print or Braille, please contact the Tenant Participation team on 0800 1830454

Standards you can expect on Housing Income Management Services

‘Working with others, we will improve housing standards for the people of Tamworth’



Landlord Services Housing Income Team collects all rent and service charge income to ensure homes are maintained and services can be improved. Check out the website for our draft Financial Inclusion Strategy setting out our 3 year action plan to improve services for you.

Because of this you can expect we will

- Provide you with a variety of ways to pay and information on where to pay your rent
- Notify you in writing at least four weeks ahead of any rent increase
- Ensure all new tenants receive an accurate welfare benefits check at the start of their tenancy and advice on debt management where appropriate
- Contact tenants who fall in to arrears within seven working days and ensure that every effort is made to assist you before the debt becomes unmanageable
- Ensure we visit you within six weeks of commencement of your tenancy to establish if you have any problems including issues around rent payments
- Signpost customers to other agencies that can maximise their income, whether they are in arrears or not i.e Tamworth CAN
- Help customers in arrears to stay in their homes by providing advice and assistance on debt management through referral to the Financial Inclusion Officer
- Provide you with a rent statement on a quarterly basis, providing details on the rent you may have paid, any adjustments to your account including Housing Benefit, and the balance on your account
- Provide you with a copy of your rent account on demand
- Recover all debts using a variety of recovery methods including payment arrangements, deductions from income, pursuing legal action to repossess homes
- Eviction will be a last resort.

Rent Income Performance Indicators

These indicators show we are collecting all the income we can.

What we measure	Work Target	Frequency of monitoring
Rent collection and Arrears Recovery	99%	Monthly
Increase the take up of Direct Debit	15%	Yearly
Reduce the number of evictions (month by month)	Month on month reduction	Monthly
Number of Evictions prevented as a result of the Homeless Prevention Protocol	Month on month reduction	Monthly
Number of Income Visits with successful outcomes	480 per month	Monthly

You can see how we are performing against these targets by visiting the Council's website, www.tamworth.gov.uk and clicking on the Performance Information link from the Housing main page. Performance target information is also provided in Open House the tenant's newsletter that is published every three months and at tenant focus group meetings.

How can I comment on the service?

Tamworth Borough Council is committed to providing best value and the best possible level of service to its customers. We would like to know what you think about our services, you can complete a 'Tell Us' form to make comments, compliments and suggestions on how we can improve the service.

If you want to make a formal complaint please complete a 'Complaints' form. These forms are available from Marmion House reception, can be posted out to you on request and are easy to complete online at www.tamworth.gov.uk/forms.asp. If you remain unhappy with the way you have been dealt with by the Council you can, at any stage refer your complaint to the Local Government Ombudsman who may decide to investigate the matter further. However the Ombudsman may ask that the Council's procedures be completed before carrying their investigation.

Contacts

Income Team, Marmion House, Lichfield Street, Tamworth. 01827 709514 (Monday to Friday 9am to 5pm).
Email IncomeTeam@tamworth.gov.uk