



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 le gustaría encontrarlo más fácil de 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 y discutir cualquier traducción que necesite.

**Greek**

Αν θέλετε να μιλήσετε μαζί μας στα ελληνικά, παρακαλούμε να ζητήσετε από κάποιον που μιλάει αγγλικά να επικοινωνήσει μαζί μας στο 0800 183 0454. Μπορούμε να οργανώσουμε έναν ερμηνέα για να μιλήσουμε μαζί σας στα ελληνικά.

**Cajun**

Si le gustaría encontrarlo más fácil de 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 y discutir cualquier traducción que necesite.

**Mandarin**

如果您觉得用普通话和我们交流更方便，请让您的英语会讲的朋友或家人拨打 0800 183 0454。我们可以安排一名翻译人员与您沟通，讨论您可能需要的任何翻译。

**Polish**

Jeśli łatwiej Ci będzie rozmawiać z nami w własnym języku, poproś kogoś z znajomych lub rodziny, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy zderować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczenia będziesz potrzebował.

**Portuguese**

Se preferir falar com nós em português, 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 português e discutir qualquer tradução que você precise.

**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۔ ہم آپ کو کسی مترجم سے رابطہ کرنے کے لیے مدد کر سکتے 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 Empty Property Management

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



**Landlord Services believe in meeting people's housing needs and re-letting empty homes as fast as possible to minimise your time on the waiting list.**

## Because of this you can expect we will

- Ensure that all properties are safe and secure whilst empty
- Ensure that all empty properties are cleared of any rubbish, debris or furniture that has been left
- Ensure that all properties to let are clean, safe and fit for purpose
- Ensure all essential works are completed
- Ensure we relet empty properties as fast as we can
- Make an appointment for you to view the property before accepting or refusing the offer
- Clearly explain the charges and how much you have to pay, offer a financial health check with potential new tenants to ensure that the property is affordable
- When we are told or find out about a property that has been abandoned, we will investigate and work to relet it without delay.

## Empty Property Performance Indicators

These indicators show we let empty properties as fast as we can and to a high standard.

Performance Measure	Target	Frequency of monitoring
Average time taken to relet local authority housing	30 days	Monthly
% of voids completed on target by Morrisons	100%	Monthly
% of offers accepted first time	80%	Monthly
% of properties for letting offered within 3 days	100%	Monthly
% of RSL nominations processed within 3 days	100%	Monthly
% of new tenancy visits completed within the first 6 weeks	95%	Every 3 months
% of tenancies sustained beyond the first year	95%	Yearly
% of void properties meeting the lettable standard on sign up	100%	Monthly

You can see how we are performing against these targets by visiting the Council's website, [www.tamworth.gov.uk](http://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 on-line on:  
[www.tamworth.gov.uk/forms.asp](http://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 709491 (Monday to Friday 9am to 5pm).**