



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 te sería más fácil hablar con nosotros en tu propio idioma, por favor pide que alguien que hable inglés te llame al 0800 183 0454. Podemos organizar un intérprete para que hable contigo y podamos discutir cualquier traducción que necesites.

Greek

Αν η γλώσσα σου είναι διαφορετική από την αγγλική, μπορείς να ζητήσεις να σου μιλήσει κάποιος που μιλάει ελληνικά. Μπορούμε να σου προσφέρουμε έναν ερμηνέα που μιλάει ελληνικά και να συζητήσουμε για οποιαδήποτε μετάφραση χρειάζεσαι.

Japanese

もしあなたが英語で話さずして話したい場合は、英語を話せる人に電話して0800 183 0454に話を聞いてもらってください。私たちは通訳者を呼んであなたと話し、必要な翻訳をすることができます。

Mandarin

如果您觉得用普通话和我们交流有困难，您可以请一位会说普通话的朋友打电话到0800 183 0454。我们可以安排一位普通话翻译人员与您联系，以便我们为您提供所需的任何翻译。

Polish

Jeśli łatwiej Ci będzie rozmawiać z nami w własnym języku, poproś kogoś z znajomych lub sąsiadów, 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, peça para que alguém que fale inglês ligue para o número 0800 183 0454. Podemos arranjar um intérprete que fale português para falar contigo e discutirmos qualquer tradução que precisares.

Urdu

اگر آپ کو ہم سے اپنی زبان میں بات کرنے میں آسانی ہوگی تو براہ کرم کسی انگریزی بولنے والے دوست یا رشتہ دار کو 0800 183 0454 پر کال کرنے کے لیے کہیں۔ ہمیں ایک تفسیر کار بھیج سکتے ہیں جو آپ سے بات کرے اور آپ کی کوئی بھی ترجمانی کی ضرورتیں بتا 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 Homelink – Community Alarm Services

‘Working with others, we will improve health and education standards for the people of Tamworth’



Landlord Services Housing Management Team is committed to providing community alarm services to provide people with 24 hour support and advice for when they need it. The service is undergoing review and you can expect to be consulted on this.

Because of this you can expect

- We will provide a 24 hour community alarm service
- We will tell you if your telephone call is being monitored
- We will arrange a suitable time for you to install our equipment and demonstrate how to use it
- We will publish the Homelink newsletter twice a year
- We will remain accredited to the TSA – call centre national quality service standard award

Homelink Performance Indicators

These indicators show how quickly and effectively we install and test equipment as well as answer calls

What we measure	Work Target	Frequency of monitoring
% of equipment installed within 5 days of request	100%	Monthly
% of equipment tested through the system	100%	Monthly
% of calls to Homelink answered within 30 seconds	100%	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 on-line on 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

**Homelink, c/o Marmion House, Lichfield Street, Tamworth. Telephone 01827 709471 (Monday to Friday 9am to 5pm).
Homelink is available 24 hours Telephone 01827 709472
Email Homelink@tamworth.gov.uk**