



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.

Cantonese

如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાથે. અમે એક ઇન્ટરપ્રિટરની व्यवस्था કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે ચર્ચા કરી શકાય.

Mandarin

如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਆਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿਤਰ ਜਾਂ ਪਿਸਰੇਂਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਪਣੇ ਆਪਣੇ ਦੁਆਰੇ ਦੀ ਵਿਵਾਹਾਰ ਕਰ ਸਕਾਰੇ ਜੋ ਤੁਹਾਡੇ ਲਈ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

Urdu

اگر آپ ہم سے انگریزی میں بات کرنے میں آسانی محسوس کرتے ہیں تو آپ کو ہم سے بات کرنے کے لیے ایک دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے کہیں۔ ہم آپ کے لیے ایک ترجمان کو ترتیب دے سکتے ہیں جو آپ کو ہمارے کسٹمر سروس ٹیم سے بات کرنے کے لیے آپ سے رابطہ کرے۔

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 Tenant Participation Services

‘Tenants leading the way to improve housing services’



The Landlord Services Management Team values your contribution wherever possible to have your say how services are provided and to do this will offer you a choice in the way in which you can get involved.

Because of this you can expect we will

- Ensure we consult with you on major decisions, which significantly affect your home and the service we provide
- Ensure we provide telephone advice on how you can get involved
- Ensure we support you and provide training if you wish to take part in any of our tenant participation activities so that you have the knowledge and confidence to work with us
- Ensure we reimburse all out of pocket expenses for attending meetings and events including care child costs
- Ensure we publish the Open House, a tenants newsletter every three months
- Support tenants groups through a fair and equal distribution of resources
- Obtain feedback from tenants both as groups and as individuals

Tenant Participation Performance Indicators

These indicators show how many of our customers are involved in having a say how Housing Services are delivered.

What we measure	Work Target	Frequency of monitoring
Local Authority tenants' satisfaction with landlord services	Improve year on year	Annual
Number of tenants attending training courses/conferences	40	Monthly
% of tenants who feel their knowledge of a particular subject area has increased as a direct result of attending a training course/conference	85%	Monthly
% of tenants who strongly agree with the statement 'Open House provides me with relevant and interesting information about Housing Services'	Improve year on year	Annual
Number of tenants registered on the tenant involvement database	200	Annual
Number of tenants satisfied with the overall services provided by Tamworth Borough Council	Improve year on year	Every other year

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

Tenant Participation Manager Marmion House, Lichfield Street, Tamworth. Telephone 01827 709448 (Monday to Friday 9am to 5pm)

Tenant Participation Assistant Marmion House, Lichfield Street, Tamworth. Telephone 01827 709374 (Monday to Friday 9am to 5pm)