



## Office Contact Address

Flat 3 Kendal Tower

3 Malins Road

Harborne

Birmingham

B17 0JY

## Telephone

0121 426 4862

## Email Address

[info@4towerstmo.co.uk](mailto:info@4towerstmo.co.uk)

# 4 TOWERS

# TMO

# TENANT

# QUALITY

# PROMISE

### Introduction

Our customers are at the heart of everything we do. It's extremely important to us that we deliver the right services to our customers, services that our customers want and need.

One of our core values that feature in our mission statement is excellence – we strive to provide accessible and excellent housing service to continually improve.

This document details our approach to providing excellent quality service to our customers. Our Quality Promise seeks to ensure that these outcomes are as positive as they can be.

In the document we set out our Tenant Quality Promise to you from 4 Towers TMO. We have incorporated Birmingham City Council's Tenant Quality Promise into this booklet.

### Customer Service

We aim to:

- ⇒ Provide a range of ways in which tenants and leaseholders can contact us
  - In person; by visiting us at the office at 3 Kendal Tower,
  - By visiting you in your own home,
  - By telephone; 0121 426 4862,
  - By email; [info@4towerstmo.co.uk](mailto:info@4towerstmo.co.uk)
  - Website; [www.4towerstmo.co.uk](http://www.4towerstmo.co.uk)
- ⇒ Give tenants and leaseholder clear, concise information about our services and the services remaining with Birmingham City Council's Housing Department.
- ⇒ Please note Birmingham City Council Tenant's Handbook still applies to new and existing tenants.
- ⇒ Establish our service standards so our performance can be monitored and so our tenants & leaseholders know what they can expect from 4 Towers TMO.
- ⇒ Develop a clear, accessible process so that our tenants and leaseholders can share their compliments, comments or complaints in a range of ways.
- ⇒ Use feedback from tenants and leaseholders to continually improve our service and publish the results in our 4 Towers TMO newsletter.

### Summary

- ⇒ Offer a range of ways in which tenants/leaseholders can contact the housing service.
- ⇒ Complete welcome visits for new tenants within 20 days.
- ⇒ Carry our annual visits with existing tenants to understand how we can better meet their needs.
- ⇒ Acknowledge complaints within 2 working days, providing contact details of the officer dealing with each complaint and telling the tenant/leaseholder when to expect a full response.
- ⇒ Respond to complaints within the agreed timescale published in the service standards.

### Board Members

Malcolm Harwood (Chairman)

Tom Boxe (Vice-Chairman)

Glenys Nelmes (Secretary)

Minesh Pattni (Treasurer)

Elizabeth Moroney

Sean Decarraig

John Wall

Beverly Lashley

Steven Holt

Sean Decarraig

Sally Underwood (Coopted Board Member)

Councillor James McKay (BCC)

### The Management Team

Cynthia Spence (Consultant)

Ian Glynn (Housing Manager)

Kaash Choudhry

Gee Kaur

Debbie Allen

Ken Finch

Andy Boulton

Trever Hathaway

Robert Taylor

**Breakdown of 4 Towers TMO and Birmingham City Council**  
**Areas of Responsibilities**

4 Towers TMO	Birmingham City Council
Day to day repairs	BCC tenancy agreements
Door entry systems	Gas servicing
Out of hours emergency	Lifts
Voids (empty house management)	Choice Based Lettings
Sign up new tenancies	Allocations
Caretaking and cleaning	Grounds maintenance
Estate Management	Rent collection
Assignments	Housing Benefit Enquires
Mutual exchanges	Debt Management
Right to Repair	High Level ASB
Improvements	Major Works
Minor neighbor disputes	Leasehold Management
Abandonments	Complaints
Consultation/tenant	Warden Service
Tenant involvement	

**Customer Engagement**

We recognise that engagement of customers is vital to the success of our organisation which is why we are developing a variety of new ways for customers to influence services at a local and strategic level.

Our customer engagement framework details our vision for customer engagement, where the organisation is now where the organisation wants to be over the next three years. It sets out priorities for customer engagement and how they will be achieved.

‘Customer Focus’ “we will endeavour to keep our residents happy and contented.”

We aim to:

- ⇒ Get more tenants and leaseholders involved.
- ⇒ Regularly publicise how tenant’s views have shaped the services via our newsletter and notice board.
- ⇒ Review performance information in consultation with tenants and leaseholders.

**Understanding and responding to the diverse needs of tenants and leaseholders**

Within the 4 Towers TMO we will collect and share information with Birmingham City Council.

More information about the profile of our tenants/leaseholders so we can understand the needs of different groups of people and use it to tailor our services and Birmingham City Councils more effectively.

- ⇒ Act quickly and firmly against any kind of discrimination.
- ⇒ Increase the diversity of our board and involve residents.
- ⇒ Continue to train our workforce and contractors in diverse barriers and ensure are contractors also do the same.

**Quality of accommodation/repairs and maintenance**

- ⇒ We will work with Birmingham City Council to maintain and develop their properties to an agreed Birmingham City Council ‘Decent Homes’ standard.
- ⇒ Provide access to a 24 hours, 7 days a week emergency and day-to-day repairs service.
- ⇒ Ensure repairs are completed on time to a high standard and that our contractors have treated tenant’s homes with respect.
- ⇒ Complete a repair ‘right 1<sup>st</sup> time’ where possible.
- ⇒ Keep you informed of the program to your repair, from when you report it until it’s complete.
- ⇒ Offer you more ways to give us your views.
- ⇒ Provide more flexible appointment slots via our approved contractors.
- ⇒ To provide an improved re-let employ properties service while ensuring we maintain Birmingham City Councils repair standards with customers.

### **Allocations – Birmingham City Council Retained Function**

- ⇒ We will work in partnership with Birmingham City Council to ensure quality let and all tenants have access to a property that suits their needs.
- ⇒ Provide a signposting service.

### **Rents – Birmingham City Retained Function**

- ⇒ Work closely with Birmingham City Council to maintain rent collection and minimise housing debt.
- ⇒ To provide a sign posting service to external agencies.

### **Neighbourhood Management**

To work closely with our partners at Birmingham City Council who will retain the grounds maintenance service.

- ⇒ Deliver high quality caretaking and cleaning service by our caretakers and cleaner.
- ⇒ Maintain Birmingham City Councils ground maintenance service via regular walkabouts led by tenants.
- ⇒ Introduce a good neighbour agreement that includes keeping dogs under control and on a lead at all times and in and around our communal areas inside and outside of the tower blocks.
- ⇒ Making sure that timely action is taken to resolve local problems and that tenants and leaseholder are left informed.

We will measure our performance by:

- ⇒ Percentage of tenants/leaseholders satisfied with our caretaking, cleaning and grounds maintenance service.
- ⇒ Review service standards for caretaking and cleaning.
- ⇒ Recycling is to be actively encouraged within the 4 towers blocks to prevent rubbish chutes being blocked.
- ⇒ We will look at new ways to improve recycling and work in partnership with Birmingham City Council and residents to achieve a reduction in waste disposal.

### **ASB**

- ⇒ Working in partnership with Birmingham City Council we will provide information on what we are doing to tackle ASB in our neighbourhood.
- ⇒ Take timely and effective action in partnership with BCC to resolve ASB and keep everyone informed.
- ⇒ Offer different ways to record incidents of ASB.
- ⇒ Maintain introductory tenancies and ensure tenants are aware of their responsibilities.
- ⇒ Birmingham City Council retained function of high level of ASB cases. Respond to very serious complaints, like harassment, violence, threat of violence or hate crime, within 1 working day.
- ⇒ Contact wherever there is a change in their case, or every 2 weeks whichever is best.
- ⇒ Agree an action plan and a way of gathering evidence in partnership with Birmingham City Council ASB team.
- ⇒ We will measure and report on all cases of ASB responded to on time by Birmingham City Council and 4 Towers.
- ⇒ Satisfaction with the way complaints are dealt with and outcomes.

### **Value for Money**

- ⇒ We will strive to provide you with value for money in all that we do.
- ⇒ Working jointly with Birmingham City Council we will ensure we will report on all areas including, repair expenditure, estate services and housing management functions in an open and transparent.

We will aim to:

- ⇒ Achieve efficiencies in repairs, management and back office function so that we can demonstrate value for money.
- ⇒ Establish benchmarking with similar TMOs within Birmingham and beyond to enable us to demonstrate value for money.
- ⇒ Review the repairs service on a regular basis.
- ⇒ Ask tenants to identify areas where they wish we can save money and cut waste.
- ⇒ Publish an annual report tenants/leaseholders to let them know how we are performing.