

Home Ownership

About the Service Standard

This service standard outlines the level of service you can expect from Sandwell Council's Home Ownership Service in relation to leaseholders. It reflects our commitment to delivering consistently excellent service.

We are committed to:

Treating all customers fairly and equally

Treating all information you give us confidentially

To meet our commitments, we will:

Make sure staff provide their name should you request it

Telephone you back when we say we will

Acknowledge your email/letter within two working days and give a full reply within five working days

Provide leaseholders with quarterly account statements

Provide quarterly completed repair statements

Provide a yearly (or half yearly depending on lease type) bill with summary of charges

Make provision for various methods of payment including on-line, telephone, bank transfer, direct debit, standing order, in person, by post, cash and cheque

Consult with leaseholders on matters relating to major works to improve their homes

Ensure that when you make any enquiries in relation to the calculation of charges, or services provided, Home Ownership Services will deal with this as quickly and efficiently as possible

Provide high quality Janitorial, Cleaning, Ground Care, Security and Concierge Services to appropriate Leaseholders in accordance with Block profile

We ask you to:

Treat staff and other service users with respect.
Let us know if you are unhappy with a service by making a complaint .
Let us know if you are happy with the service by making a compliment
Allow us to respond to your enquiry within service specific time frames.
Let us know of any changes to your circumstances that may affect how we provide services to you
If your property has a gas supply, ensure your property has a valid Landlords Gas Safety Certificate and provide us with a copy of this
Keep your contact details and communication preferences up to date
To measure and improve our service we will:
Ask for your feedback on specific services you receive.
Work with our Leaseholder Scrutiny Panel to continuously improve
Invite you to participate in the development and improvement of leasehold services.
Use your feedback to help improve our services.
Review complaints to identify learning opportunities and put solutions in place.