

TAMWORTH BOROUGH COUNCIL

# Health & Safety Guide

Eringden High Rise Flats



**TENANT  
APPROVED**



**Staffordshire**  
Fire and Rescue Service  
preventing • protecting • responding



**Tamworth**  
Borough Council

# 1 Fire Action

## If a fire breaks out in your flat:

- Leave the room where the fire is straight away.
- Then close the door.
- Tell everyone in your flat and get them to leave.
- Close the flat entrance door behind you.
- Do not stay behind to put the fire out.
- If there is a lift - Do not use it.
- Wait outside. Away from the building.
- Call the fire service - dial 999.

## If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home or if you are told to leave by the fire service.
- If there is a lift - Do not use it.
- If you are in doubt - get out.
- Call the fire service - dial 999.

## To call the fire service:

- Dial 999.
- When the operator answers give your telephone number and ask for fire.
- When the fire service reply give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

# 2 Please do not...



## DO NOT:

Store gas cylinders, paraffin or other highly flammable liquids in your flat.



## DO NOT:

Park or block access to the flats. Access roads and gates are designed to allow fire appliances to get as close as possible to fight fires.



## DO NOT:

Attach anything to the front door frame or communal door frame that would stop the door from fully closing and affect the smoke seal.



## DO NOT:

**Block your exit route.** This includes leaving rubbish or personal items outside your door, by the bin chute, on the stairs or on the landing.



## DO NOT:

Smoke in communal areas including the landing and lift. It is against the law to do so.



## DO NOT:

Place candles or tea lights on, or near to flammable materials e.g. curtains.



# 3 Sprinklers

Sprinklers have been installed in every flat and on every floor (excluding the main staircase) and will activate automatically if there is a fire.

## How do sprinklers actually work?

Each sprinkler has a water seal held in place by a glass bulb filled with a liquid. As the liquid heats up by a fire it expands at a set temperature (usually around 60°C). This breaks the glass bulb and the sprinkler sprays water over the fire below.

## Do all the sprinkler heads go off at the same time?

Only the sprinkler(s) closest to the fire will activate, they don't all go off at the same time.

## Will the sprinklers create more damage than the emergency fire services?

No. Within 10-30 seconds of a fire being detected, an activated sprinkler head will discharge 35-100 litres of water per minute (85% less than emergency services). The fire emergency services would be likely to reach premises within four minutes of being called and then, they are unlikely to get to the source of the fire for another five to ten minutes. At this point, the fire will have inevitably become larger. Fire crews will then pump 1000-3000 litres of water per minute.

## What happens if the sprinklers go off accidentally?

Sprinklers are activated by heat from a fire and will not operate until the temperature reaches about 60°C. There is no risk of activation by smoke, dust, fumes, moisture in the air, burnt toast or cigarettes. It is also very unlikely that the heat from cooking will set off the sprinkler. As the sprinkler is activated by heat we would advise caution against using tools and equipment that reach high temperatures near the sprinkler heads, such as steamers to strip wallpaper.

## What do we do if the sprinklers do go off?

The sprinkler system is connected to the fire detection systems (alarms) and will summon the fire and rescue services whenever a sprinkler is activated. If there is a fire in your property leave your flat immediately and wait for the fire service to arrive.

## What if I want to check the sprinklers?

The sprinklers are covered by a small plastic cap to prevent the sprinkler head becoming clogged with dust or debris. On activation this cap will be pushed off by the force of the water from the sprinkler. You do not need to remove this cap to check the sprinkler. Sprinkler caps will cost approx £15 to replace and you may be re-charged if a cap is removed unnecessarily. Tamworth Borough Council conduct an annual service of the sprinklers to ensure they are fit for purpose, it is important you provide access to contractors when they come to check the sprinklers. You do not need to check the sprinklers yourself.

# Living with Sprinklers



Please do not...

## DO NOT:

Cover sprinkler heads with pictures, draped fabric, cardboard etc.

## DO NOT:

Paint the sprinkler heads or their cover plates.

## DO NOT:

Shield the sprinkler heads or obstruct the flow of water with tall items of furniture or ornaments.

## DO NOT:

Hang anything on the sprinkler.

## DO NOT:

Try to test the sprinkler heads.



# 4 Fire Doors

**Everyone living, working or visiting the block you live in must comply with the fire regulations in relation to fire doors within individual homes or the communal parts of the building, this includes:**

- all fire doors must be kept closed when not in use,
- residents or their guests should not tamper with any self-closing devices, and
- residents should immediately report any fault or damages to the fire doors to the council's repairs freephone number 0800 183 0044 (available 24 hours a day)

All communal doors and flat front doors are certified 30 minute fire doors. This means it will take approx. 30 minutes for a fire to burn through the door, which will dramatically reduce the speed of a significant fire spreading through the building.

Residents must not affix items to the fire doors that might compromise the integrity of the door. Residents should also be wary when manoeuvring large items through your doorways such as mobility scooters or furniture that might damage the fire doors if knocked. Damage to the fire doors could compromise the door's integrity meaning a fire could breach the door in less than 30 minutes and put lives at risk.

It is also important nothing is placed around the edge of the door frame that would prevent the door from fully closing, and the door is not wedged open. Each fire door has a seal around the edge which delays the spread of smoke in the event of a fire. This would be compromised if the door was prevented from closing allowing smoke to spread and putting lives at risk.

These doors help ensure the safety of you and other residents throughout the building and it is important they are well looked after and maintained. Tamworth Borough Council will conduct regular checks to ensure these doors remain within fire and safety regulation and standards.

**If you notice damage to a fire door or the seal around the edge please call council's repairs freephone number 0800 183 0044 (available 24 hours a day).**

If your fire door needs replacing due to mis-use or damage caused by a resident or their visitors the responsible resident will have to pay for the replacement door.

# 5 The safe disposal of rubbish and unwanted goods



There are bin chutes accessible on every floor, except for the ground floor.

## Bin Chutes

The bin chutes can be used to dispose of your day to day household rubbish. It is highly recommended to empty your bins regularly rather than allowing bin bags to become over full as they will not fit down the bin chute. The bin chute can not accommodate large bags of rubbish and can easily become blocked with oversized bags of waste.

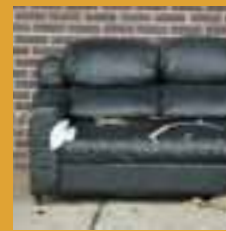
### What can I put down the bin chute:

Kitchen waste • Food waste •  
General non-recyclable non  
compostable material



### What can I NOT put down the bin chute

Sharps • Large boxes/packaging  
that has not been broken down  
into smaller pieces •  
Furniture • Human waste



Please note the above lists are not exhaustive.

Please do not leave items of furniture or rubbish outside your door, by the bin chute, on the stairs or in the landing by the doors. If the bin chute is blocked please take your rubbish back into your flat until the blockage is cleared. Do not leave any rubbish on the floor by the bin chute, this can create bio-hazards and trip hazards.

**If your bin chute is blocked or damaged please report it to council's repairs freephone number 0800 183 0044 (available 24 hours a day).**

## Do not flush!

It is important not to flush items down the toilet that may cause blockages in the soil waste pipe that connects your toilet to the main sewerage system. These blockages could cause waste to back up the pipe into your home and other residents homes. Below are some examples of what not to flush down your toilet, please note this list is not exhaustive.

- Nappies
- Wet wipes (even if packaging says flushable)
- Sanitary pads
- Cotton wool/ cotton pads

- Paper towels
- Condoms
- Plasters/ medical dressings

Items such as the above should be bagged and disposed of safely.

## Bulky waste collections

You can dispose of bulky items such as unwanted furniture, a sofa or a fridge by contacting the us on 0345 002 0022.

## What other ways can I get rid of bulky items?

### Donate to charity

Some charities will come and collect items you wish to donate from your home.

### Ask a neighbour

If they can help you break down your rubbish to fit in the bin chute or to take it to the tip for you.

### Retail recycling schemes

When purchasing new items of furniture ask if the delivery company will take the old one away for you.

### Visit a local household recycling centre (tip)

Visit [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk) to find your nearest household recycling centre.

## Fly-tipping

Fly-tipping is illegal. If you see somebody you suspect of fly-tipping, please if possible make a note of:

- The date and time of when it happened.
- What was tipped: How much and what it looked like.

**Please do not confront the fly-tippers and put yourself at risk** - If any evidence is provided about who is responsible, a Community Protection Warning could be served on the individual. Breach of the warning may result in a Community Protection Notice, a Fixed Penalty Notice of £100 and/or prosecution through the magistrates' court. A Community Protection Warning can be served without notice requiring you to take action within a set timescale for which there is no right of appeal.

**Report it** - To report fly-tipping telephone: 01827 709709. You may be asked to make a written statement about what you saw. You can also report the details using the council's onlineportal at <https://mytamworth.tamworth.gov.uk/>

**Safe disposal of sharps** - if you find a needle or a syringe in a public place, please report it to the council's StreetScene Team who will collect them: Tel: 01827 709709.



# 6

## What is Anti-social behaviour? (ASB)

ASB is a very broad term and depends on the perception of the complainant. Some examples are listed below:

### Serious ASB includes:

Violence • Arson •  
Hate Crime • Harassment



### General ASB includes:

Noise • Vandalism • Graffiti •  
Vehicles • Animals • Fly-tipping



If you report serious or general ASB, we will record your complaint and investigate it in line with our anti-social behaviour procedure.

To report a crime you can do so online at: [www.staffordshire.police.uk](http://www.staffordshire.police.uk) or ring Staffordshire Police on 101. In the case of an emergency dial 999.

You can report incidents of ASB to to the Resident Support Officer (RSO) during business hours. The RSO will be in the office Monday to Friday (except bank holidays) between 8am and 5pm. Resident Support Officer contact number: 07970 345545.

Report It Online via: [www.tamworth.gov.uk/anti-social-behaviour-incident](http://www.tamworth.gov.uk/anti-social-behaviour-incident)

Telephone the Tenancy Sustainment Team. Tel: 01827 709514

Email the council at: [estatemanagementteam@tamworth.gov.uk](mailto:estatemanagementteam@tamworth.gov.uk)

Write to us at: Tamworth Borough Council,  
Marmion House, Lichfield Street, Tamworth, Staffordshire B79 7BZ

For criminal offences, please ring Staffordshire Police on 101 or in the case of emergency, 999.

# 8 Security at Eringden flats

**In order to help protect the safety and security of all residents living in your block, please do not allow anyone you don't know into the block.**

Residents can help protect the safety and security of their block by following a few simple security steps listed below:

- Make sure the main entrance doors and gate to your block are kept closed at all times.
- If possible please try to prevent unknown persons following you into the block once you have opened the main entrance doors or gate.
- Do not release the main entrance door for anyone you don't know who have called your intercom saying that they need access to the block, even if they claim to be a contractor or worker of Tamworth Borough Council.
- If workers or visitors have an appointment with a resident and they need to gain access to the block, they must call the tenant/resident concerned, using the entrance intercom system.
- If you believe that someone is loitering or acting suspiciously in communal landings or staircases then contact the police.
- There are several CCTV cameras located throughout the block, in main communal areas. These cameras are focused on main entrances and exits and not into homes. These cameras are monitored by the Resident Support Officer.



Entry System

If you have any queries or concerns about safety in your block please do not hesitate to contact the Tenancy Sustainment Team on 01827 709514 or the Resident Support Officer on 07970345545.

When ending your tenancy please make sure your door entry fob and any extras purchased for relatives or carers are returned to the council.

**These precautions are in the interests of your safety.**

# 7 Estate cleaning services



## The standard of communal cleaning at your block

The council's Cleaning Services Team is responsible for keeping clean the internal communal areas where you live on a regular basis.

We aim to keep your communal areas clean and as pleasant as possible and have a routine programme for cleaning.



## Estate Cleaning Services

Every communal housing block receives a regular inspection supported by Tenant Inspectors. Satisfaction levels are regularly reviewed by the council's Estates Manager.

## Tenant Inspectors

Tenant Inspectors are provided with the opportunity to audit the delivery of estate and communal cleaning services. Tenant Inspectors monitor the quality of service delivery against defined standards and undertake on-site inspections. They are empowered to call managers to account if services do not meet required standards and their feedback forms part of overall performance monitoring.

## How to report a problem with the cleaning in your block?

If you think an area of cleaning has fallen below the standard of cleanliness you expect or you wish to report any issues regarding the cleanliness of your block including graffiti, please let us know by contacting us on the telephone number below:

**Estate Cleaning Services**  
**Monday to Thursday – 8.45am to 5.10pm**  
**Friday – 8.45am to 5.05pm**  
**Telephone number: 01827 709709**



# 9 Lifts and alarms

The block has one lift that runs the full height of the building.

## In the event of a fire

In the event of a fire or emergency evacuation you should use the stairs. The lifts will automatically go out of service if the main building fire alarm is activated and can only be re-activated by the fire brigade or when the alarm is de-activated. Please note the lifts will not be affected if the smoke detector in your flat is activated.

## If the lift goes out of service

Unfortunately the lifts can go out of service from time to time. We always endeavour to repair our lifts as quickly as possible.

Where possible we will keep you informed and updated as to how long the lift may be out of service if it is likely to be out of service for more than a day.

We will contact all residents affected to offer support for those individuals that cannot access a lift either above or below.

For any concerns during a period of lift works/repair or for further support you should contact the Resident Support Officer on 07970345545.

The council's lift contractor, will be on site as priority and will respond to any immediate issues. They will make every effort to have the lift repaired and in operation as quickly as possible.

**To report a lift is out of service please call repairs on 0800 1830044.**

**If you are unable to return to your property, need assistance, and it is outside normal business hours dial 01827 709709 and select option 1. During office hours please visit the Resident Support Officer's site office or call them on 07970345545.**

### Office hours:

**Monday – Thursday 8.45am – 5.10pm**  
**Friday 8.45am – 5.05pm**



## Things to consider if one lift goes out of service

### **What if I have or need to make a doctor's appointment?**

For this short period you may have to request a home visit by your doctor if you are unable to leave the block.

### **How will I be able to get to my hospital/doctors appointment?**

You will need to liaise with your hospital/doctors about your options.

### **How will I get my medication / prescriptions?**

Most pharmacies offer a free delivery service through your doctor's surgery.

### **I have witnessed a resident causing damage to the lift what should I do?**

We ask you to report any incident of damage to the lift area to the Resident Support Officer on 07970 345545.

### **What will happen if I can't use the stairs?**

If you are unable to manage the stairs at all please contact the Resident Support Officer and they will arrange a visit to discuss this further. Please contact the council to keep us up to date if your situation changes and you can no longer manage the stairs.

### **I'm expecting a delivery/visitor, will they still be able to visit?**

Most delivery services are willing to climb or descend at least one flight of stairs. It is worth checking when booking the delivery if they are willing to use stairs.

## If you are trapped in the lift

If you are in the lift when it goes out of service there is an emergency alarm button that is connected to a 24hr lifeline contact centre. The contact centre will be able to call the emergency services for you, and will contact our repairs centre to arrange for the lift contractor to attend as a priority.

If you need to contact the lifeline centre please press and hold the alarm button for at least three seconds.

Depending on how busy the contact centre is it can sometimes take a few minutes for the call to connect.

If you accidentally activate the alarm button please wait for the call to connect and inform the call centre it was an accident. You will not get into trouble for activating the alarm in error. However if the alarm does go off and the contact centre is unable to communicate with anyone in the lift they must respond as though someone is trapped and in need of assistance and will escalate with the appropriate emergency services.



Lift



Lift Buttons

# 10 Communal areas



**It is important for residents that the landing between flats, along with all other communal access, are kept clear at all times of any items that may impede a person's exit in the event of an emergency or that may accelerate the burn or ignition of a fire.**

In the event of an emergency, such as a fire, items in a communal area could create a real hazard for yourself and other residents by blocking your exit or rescue from the property or by accelerating the fire putting more lives at risk.

All communal areas must remain, as the fire service refer to, a sterile environment. Below are some examples of the things that should not be left in communal areas or outside your front door: *(Please note this list is not exhaustive)*

Rubbish *(this includes by the bin chute if its blocked or bulky rubbish waiting for collection. Bulky waste must go outside on the day of collection).*

Bikes • Prams • Mobility Scooters

Walking Aides • Wheelchairs

Seasonal Decorations

Door Mats • Umbrella Stands

The block is frequently inspected by the Resident Support Officer as well as regularly serviced by cleaners, caretakers and council contractors.

If items such as those listed above are found by council staff or reported by residents, the Resident Support Officer will be notified and make the necessary investigation.

If any evidence is provided about who is responsible, a community protection warning could be served on the individual. Breach of the warning may result in a community protection notice, a fixed penalty notice of £100 and/or prosecution through the magistrates' court.

A community protection warning can be served without notice requiring you to take action within a set timescale for which there is no right of appeal. It can also set out positive requirements, for example to stop parking your mobility scooter outside your flat.

# 12 Useful numbers



## How to report repairs in your block?

Sadly, in spite of our best efforts, some communal areas are occasionally damaged or vandalised. If you come across damage or areas in a poor state of repair, please let us know by contacting us on:

A graphic of a paint roller with a black handle and a white roller, positioned on the right side of a large, horizontal, textured brushstroke in a light green color. The brushstroke is the background for the contact information.

**Repairs Call Centre: 0800 183 0044**

**Bulky waste collection: 0345 002 0022**

**Tamworth Borough Council: 01827 709 709**

**Tenancy Sustainment Team: 01827 709 514**

**Resident Support Officer: 07970345545**

**For non-emergency fire information:  
0800 0241 999**

**Non emergency police: 101**

**Non emergency police: 101**

**Notes**



# 13 Preparing for a power cut



	<b>Lights</b>		<b>Electric shower</b>		<b>Mains appliances</b> eg. TV, cooker, fridge, freezer
	<b>Lifts &amp; stair lifts</b>		<b>Toilets in the town centre high rise flats</b> (once toilet system emptied)		<b>Communal lighting</b> (however, some lights have a battery backup)
	<b>Mains water in the town centre high rise flats</b> (the pumps that supply water to the high rise blocks are powered by electricity)		<b>Landline phones</b> Most landline phones won't work without power		<b>Hot water boiler</b> You'll have whatever is in your tank
	<b>Heating</b>		<b>Wifi</b> (unless battery powered)		<b>Door entry system</b>

Take a moment to look around your home and consider what will not work without electricity. If you have items such as medical equipment that needs mains power, you may want to consider arranging battery back-up options for essential equipment. You may need to contact your medical provider to discuss this further. It may also be beneficial to contact your energy provider and notify them that you have essential medical equipment in your home, so they are aware

who their most vulnerable customers are in the event of a power cut.

## What can I do to prepare?

### Prepare - Make a plan: know what to do if you have a power cut

- Keep a torch handy with spare batteries available so you can avoid using candles.
- Have warm clothes and blankets somewhere easily accessible.
- Have food which doesn't need heating accessible. Reminder, if you are in a flat or sheltered housing, paraffin heaters and other heaters with open flames or gas supply are prohibited.
- Keep a charged mobile phone to hand, as many modern telephones, especially digital or cordless ones, won't work without power.
- Write down important phone numbers and contact information. If your numbers are saved to a landline phone or mobile phone that runs out of charge you will not be able to access essential contact information until the power returns.
- If you have electrical appliances with battery back-ups, make sure they have fresh batteries and/or are charged.
- Make sure any medical equipment you have at home has a battery back-up and are kept charged.
- Follow your network operator on social media so you can find local updates. Find them at [www.energynetworks.org/be-winter-ready](http://www.energynetworks.org/be-winter-ready).
- Save 105, the free national power cut emergency number, to your phone.
- Talk to your family/friends or neighbours about a plan in the event of a power cut of how you can help them or let them know you may need help.
- If you are given advanced notice of a 'planned power cut' consider preparing the following:
  - Hot water bottles

- Thermos flasks for hot water
- Bottle some cold water
- Plan your journeys and appointments around a power outage
- Check you have sufficient medication etc. if you can't go out during the power cut
- Notify visitors/carers/deliveries as there will be no lift service

## What to do during a power cut?

- Stay Calm.
- Take care when moving around your home as if its dark there will be an increased risk of trips and falls.
- Switch off and unplug heated appliances like fires, ovens, grills, hobs, the clothes iron or any heated hair straighteners or curlers, in case you forget they were on when the power comes back on.
- Use items like torches and battery powered devices to provide extra light but please do not use candles as this presents a fire hazard.
- If you can, try and stay in one room as this will reduce heat loss while the power is off and reduce the risks of tripping over items you can't see in the dark.
- If possible, avoid opening your fridge and freezer to keep the contents cool and preserve your food for longer. If your frozen food defrosts, you'll have to eat it that day or throw it away.
- Leave a light switched on so you know straight away when the power returns.
- If you have a battery powered radio to hand, tune it in to your local radio station for updates on the power cuts and when the power may return.
- Follow your network operator on social media so you can find local updates. Find them at [www.energynetworks.org/be-winter-ready](http://www.energynetworks.org/be-winter-ready).

## Are You Ready?

Thinking ahead and being prepared for a power cut can help to make sure you stay safe, so remember to:

- Make a plan for you and/or your family
- Be prepared
- Make sure important information and documents are together in a known place
- Take necessary measures so you can stay informed for example a fully charged mobile phone/charged laptop/battery radio

## The Priority Services Register

The Priority Services Register is a free service to help people who have additional needs.

The type of help available will vary, depending on your circumstances and the support from your local network operator. All network operators can offer:

- **Advance notice of planned power cuts.** If you rely on your energy supply for medical reasons your network operator can tell you about planned power cuts. For example, when there are planned engineering works.

- **Priority support in an emergency.** Network operators can provide heating and cooking facilities or accommodation and direct contact and updates, such as by phone.
- **An identification and password scheme.** This could include arranging a password or pictures only you and your local network operator will know. The network operator will use these forms of identification so you can feel confident they are who they say they are if they need to visit or contact you.

Being registered for priority services does not guarantee a continuous supply of energy. As supply interruptions can happen all year round, it's important you are prepared and know what to do if they happen.

Further information about who is eligible, how to sign up and how to find out your network operator see [www.energynetworks.org/customers/extra-help-for-customers](http://www.energynetworks.org/customers/extra-help-for-customers).

## Useful contact numbers/information

Free national power cut emergency number	105
Tamworth Borough Council	01827 709709
Tamworth Borough Council Office Opening Times	Monday to Thursday 8.45am - 5.10pm. Friday 8.45am - 5.05pm. N.B. We are closed on bank holidays. Tel: 01827 709709. Out-of-hours there is a message which lists emergency contacts. Email: <a href="mailto:enquiries@tamworth.gov.uk">enquiries@tamworth.gov.uk</a>
24 hour Repairs Call Centre	0800 183 0044
Non-emergency Police	101
Non-emergency Medical	111

# 14 Comments, Compliments and Complaints

**How to report a problem and who to contact with comments, compliments or complaints about council services.**

The council provides a wide range of services for people who live and work in Tamworth and for visitors to the town. Your feedback is very important to us, it helps us to improve the services we provide to better meet the needs of our customers. As part of this, we encourage feedback when we have done something well, or when you think we have done something wrong.

## Comments and suggestions

We listen and learn from suggestions as well as compliments and complaints. Comments about how we can alter or improve can lead to a change in process, policy, actions, activity, or literature and material. We think we're doing things right, so unless you tell us we may carry on doing the same. What you tell us can really make a difference, we can't change everything, but what we can - we will. Please see our website for details on how to make a comment or suggestion: <https://www.tamworth.gov.uk/comments-compliments-complaints>.

## Compliments

We aim to provide you with an excellent service. If you have any compliments you wish to make, please use our compliment e-form available on our website via [www.tamworth.gov.uk/comments-compliments-complaints](http://www.tamworth.gov.uk/comments-compliments-complaints). For example your compliment could be about our services, about customer care, about recent events organised by the council, about the Tamworth environment or about council staff.

If you can not access the e-form you can pass your compliment on via:

- Telephone: 01827 709709.
- Email: [tellus@tamworth.gov.uk](mailto:tellus@tamworth.gov.uk)
- Write to us at: Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Ask any member of staff to assist.



## Report It

Many queries can be dealt with without going through the complaints procedure. Before making a complaint, have you contacted the service in question to resolve your issue?

If you're contacting us about an issue for the first time, or you are looking for an update to an ongoing enquiry, please get in touch with the service directly so that we can put things right.

You can see what you can report online via [www.tamworth.gov.uk/do-it-online](http://www.tamworth.gov.uk/do-it-online)

## Complaints

### What is a complaint?

A complaint is an expression of dissatisfaction about a council service that requires a response.

### How can you make a complaint?

To make a **complaint** you can:

- Complete an e-form via the My Tamworth customer portal: [mytamworth.tamworth.gov.uk](http://mytamworth.tamworth.gov.uk) - By using My Tamworth, you can monitor the progress of your complaint.
- Telephone: 01827 709709.
- Email: [tellus@tamworth.gov.uk](mailto:tellus@tamworth.gov.uk)
- Write to us at: Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Ask any member of staff to assist.

We accept complaints from third parties who have the customers permission to act on their behalf in making the complaint. (This can be from any person, for example a relative, friend, councillor, MP)

## **What happens when I make a complaint?**

**Stage 1** - We try to resolve issues quickly and will try to resolve things informally whenever possible. When we receive your complaint we will acknowledge this within 5 working days.

Your complaint will be directed to the manager responsible for the service you're complaining about, and we aim to provide a full response to your complaint within 10 working days.

If they need more information from you, they will contact you to get a clearer understanding of your concerns. We will provide a full response and explain any changes which may result from your complaint. We will also tell you how to take the matter further if you're not happy with our response.

**Stage 2** - If you're unhappy after you've received the full response at stage one, please tell us straight away or within one month.

We'll acknowledge this within 5 working days and the complaint will be directed to someone senior to the officer who responded at stage one. We aim to provide a full response to your complaint within 20 working days.

If you still remain dissatisfied with our response, you can then complain to the Local Government and Social Care Ombudsman. More information is available via [www.lgo.org.uk](http://www.lgo.org.uk)

## **Housing Complaints ONLY**

You can contact the Housing Ombudsman Service via [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) at any point during the complaint process. It cannot investigate your complaint whilst your complaint is going through our internal complaints procedure however the Ombudsman may be able to help you and your landlord reach a resolution.

Further detailed information is available in our Corporate Complaints Policy. This policy can be accessed via [www.tamworth.gov.uk/comments-compliments-complaints](http://www.tamworth.gov.uk/comments-compliments-complaints)

### **Housing Landlord Complaints**

The Housing Ombudsman introduced a Complaint Handling Code in July 2020, setting out good practice that will allow landlords to respond to complaints effectively and fairly. Following a review one year after it was introduced, which demonstrated overwhelming support for the Code, the Housing Ombudsman have updated it to strengthen provisions to support a positive complaint handling culture.

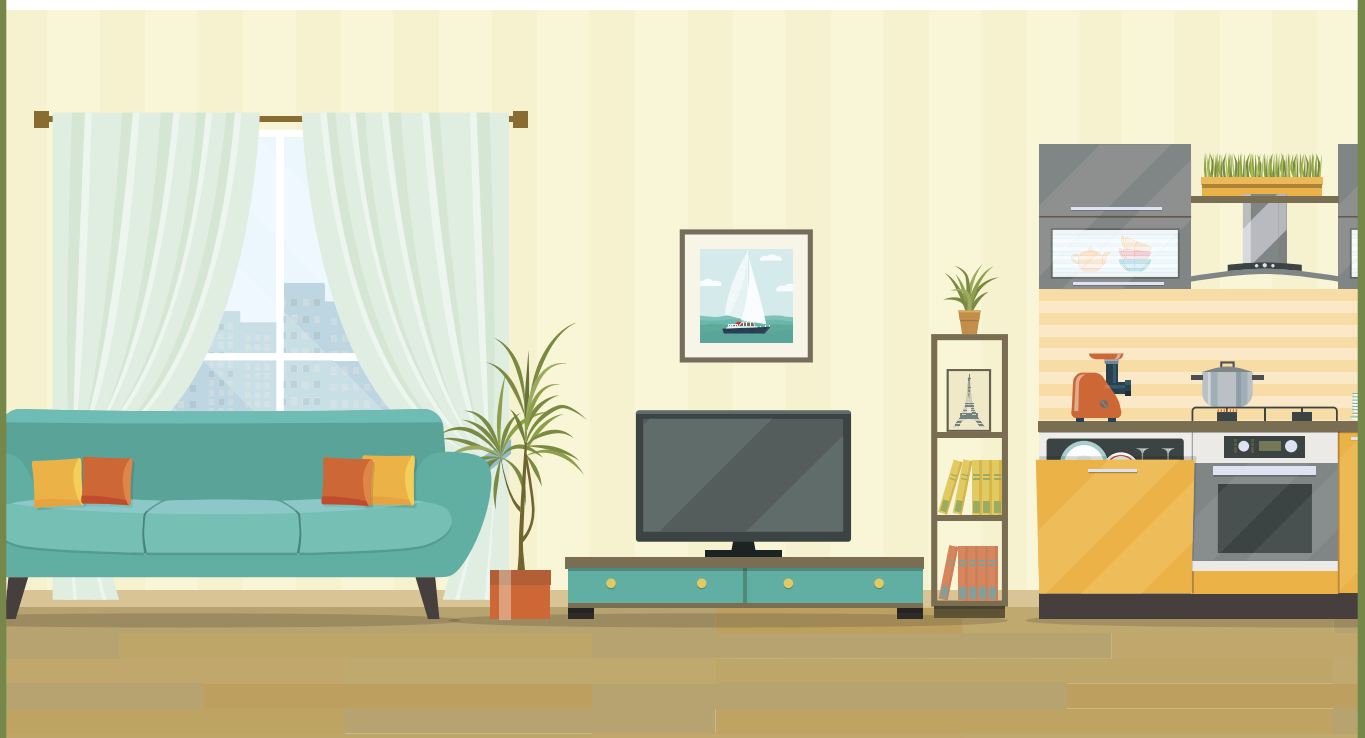


### **What does that mean for Tamworth Borough Council?**

The Code was introduced as part of the Ombudsman's new powers in the revised Housing Ombudsman Scheme. The updated Code takes effect from 1 April 2022 and landlords will have until 1 October 2022 to become compliant.

### **What does this mean for you?**

The Council has reviewed its complaints policy and procedures and where areas of improvement have been recognised, or where current areas can be strengthened, these are being acted upon. The new guidance includes an annual self-assessment against the code to ensure complaint handling remains in line with its requirements and the results are published.



**If you require this information in another format or language, please call 01827 709709 or email: [enquiries@tamworth.gov.uk](mailto:enquiries@tamworth.gov.uk)**



**[www.tamworth.gov.uk](http://www.tamworth.gov.uk)**

Marmion House, Lichfield Street, Tamworth,  
Staffordshire B79 7BZ. Tel: 01827 709709

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