



## YOUR HOUSING SERVICE

### HAVE YOUR SAY

Over 29,000 Council tenants and leaseholders in Sandwell are being asked to have their say over the future of their housing service. Local Councillors want to hear tenants' and leaseholders' views before they make a final decision.

**Should the housing service continue to be run by Sandwell Homes until October 2014?**

OR

**Should it be brought back under Council control sooner?**

The Council is pleased that Sandwell Homes has improved services to tenants and brought 9 out of every 10 homes up to the Decent Homes Standard. However, it now believes it can save money and carry on improving services if it ends the contract with Sandwell Homes and goes back to delivering services direct from the Council.

### But what do you think?

**Before a final decision is made the Council wants to hear from its tenants and leaseholders**

### Don't delay – have your say

At present Sandwell Council has a contract (called a Management Agreement) with Sandwell Homes to deliver housing and repairs services to tenants and leaseholders in the borough. Sandwell Homes is an Arm's Length Management Organisation (ALMO) of the Council. The contract is due to end by October 2014. However, Government money for ALMO's has now stopped and funding for Council Housing also changed in April this year.

**So now it's time to think about the future for your housing service**

### What are your views?

**Should the contract with Sandwell Homes run until October 2014**

or

**Should the Council end the contract earlier and go back to delivering housing services directly?**

**Are you a tenant?**

**Inside you'll find your survey form. Fill it out and have your say. Don't delay.**



**Are you a leaseholder?**

The Council wants to hear your views too.

Please contact **DWA** for your special leaseholder survey form

FREEPHONE  
0800 0855 492

**TAKE PART IN THIS IMPORTANT SURVEY OF TENANT AND LEASEHOLDER OPINION**

This newsletter is available in other formats and languages. If you know anyone who needs help with this newsletter please get in touch. You can also visit our website on: [www.dwa-housingconsultants.co.uk](http://www.dwa-housingconsultants.co.uk) and click on Sandwell.

**Don't delay – have your say FREEPHONE 0800 0855 492 and leave a message.**

# DWA

A not-for-profit housing consultancy company

**Before making a final decision Sandwell Council has asked DWA Housing and Management Consultants to carry out an independent survey of tenant and leaseholder opinion on this important issue.**

DWA is a not-for-profit housing consultancy based in Telford with over 15 years experience of working with council tenants and leaseholders. Their job is to independently gather tenant and leaseholder opinions about the future of the housing service and then write a report for the Council. The DWA Sandwell team is:



**Deborah Walthorne – DWA Managing Director**

Deborah specialises in housing management, housing law, leaseholder issues and housing finance. She is also an expert on Governance issues.



**David Williams – DWA Director**

David specialises in communication and consultation strategies. His background is in community development. He is an experienced residents' advisor who has developed and supported several successful tenant management co-ops.



**Wendy Blackburn – Resident Advisor**

Wendy has worked with council, ALMO and housing association tenants providing independent advice and information to a wide group of residents in both England and Wales.



**Anne Hill – Resident Advisor**

Anne has over 40 years experience in social housing as a practitioner, consultant and academic. She is a Fellow of the Chartered Institute of Housing. As a consultant Anne has worked with a number of housing organisations across the Midlands.



**Graham Moody – Specialist Advisor, Housing Finance**

Graham has 30 years of experience in social housing and is one of the most highly-respected consultants in his field. He is an excellent communicator and manages to make housing finance understandable!



## Bulletin Board

**DWA will be visiting a Sandwell Neighbourhood Forum near you soon. To have your say, come to one of these Forums or drop-in afterwards between 8pm and 8.30pm to speak to one of our team.**

- 28th May** Ormiston Sandwell Community Academy, Tividale
- 29th May** Great Bridge Primary School, Tipton
- 31st May** St Huberts Primary School, Oldbury
- 6th June** Cradley Heath Salvation Army, Meredith Street
- 7th June** Wesley Centre, Spring Head, Wednesbury
- 12th June** Millennium Centre, Friar Park Road, Wednesbury
- 18th June** St. Paul's Community Centre, Brick Kiln Street, Tipton
- 21st June** Hill Top Methodist Church, Wednesbury
- 26th June** St Paul's Housing Forum (venue to be confirmed)
- 27th June** Smethwick Housing Forum (venue to be confirmed)
- 28th June** Greets Green & Lyng Housing Forum (venue to be confirmed)
- 5th July** West Bromwich Housing Forum (venue to be confirmed)

**Look out for more meetings in your area.**

**Please visit our website: [www.dwa-housingconsultants.co.uk](http://www.dwa-housingconsultants.co.uk)**

**or call us FREE on**

**0800 0855 492 for more details**

**email: [info@dwa-housingconsultants.co.uk](mailto:info@dwa-housingconsultants.co.uk)**

If you would like a copy of this document translated, or require a copy in Braille, Large Print or Audio Tape, please contact 0121-569 6030

**Arabic**

أو طباعة مكبرة أو على شريط إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030 لنسخة مطبوعة بطريقة برايل للمكفوفين

**Bengali**

আপনি যদি এই নথির অনুবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

**Kurdish Kumanji**

Eger hûn dixwazin kopiyeke vê dokumentê bê wergerandin yan jî dixwazin kopiyeke bi Tîpên Koran (Braille), bi Tîpên Mezin yan jî wekî Axaftina Qeydkirî bidest bixin, jî kerema xwe têkildar bin bi hejmarê telefonê 0121-569 6030.

**Kurdish Sorani**

ی برهیل، چاپی "نهگهر تو دمهوت ئهم به گهیه وه برهگ رینهوه  
یان له سهه شریتی کاست بو تو ناماده سهه زمانی خۆت، یان به د  
0121-569-6030. بکهین، تکایه په یهوندی بکه به ژماره تهلهفۆنی قه هو

**Punjabi**

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

**Polish**

Aby uzyskać tłumaczenie tego dokumentu, lub jego egzemplarz alfabetem Breille'a, dużym drukiem lub na kasecie audio, prosimy o kontakt telefoniczny pod numerem 0121-569 6030

**Urdu**

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہئے یا بریل،  
بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے  
مہربانی 0121-569 6030 پر رابطہ کریں

**TAKE PART IN THIS IMPORTANT SURVEY OF TENANT AND LEASEHOLDER OPINION**

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**Don't delay – have your say FREEPHONE 0800 0855 492 and leave a message.**

# TENANTS' HOUSING SURVEY

Sandwell Council has asked **DWA Housing and Management Consultants** to carry out this survey. All information will be kept confidential and only used to help the Council decide on the future of your housing service.

This form will take you about 15 minutes to fill in. You can post the form **FREE** to **DWA**, at **FREEPOST SWC 5119, Telford TF8 7ZA**.

**If you send the form back before Saturday 16th June 2012, DWA will enter your name into a £100 prize draw. You will not need a stamp.**

If you are having problems filling in this form you can call **DWA FREE** on **0800 0855 492** and leave a message.

## (A) THE FUTURE FOR YOUR HOUSING SERVICE

**Q1** Did you know the Council's contract with Sandwell Homes is due to run out by October 2014? Yes  No

**Q2** How would you feel if the Council were to end the contract with Sandwell Homes earlier than October 2014?

<i>Very worried</i>	<i>Quite worried</i>	<i>Don't know</i>	<i>Quite happy</i>	<i>Very happy</i>
<input type="radio"/>				

**Q3** Please use the box below if you want to tell us more about how you would feel if the Council were to end the contract with Sandwell Homes before October 2014.

**Q4** How satisfied are you with the home you currently live in?

<i>Very happy</i>	<i>Quite happy</i>	<i>Neither happy nor unhappy</i>	<i>Quite unhappy</i>	<i>Very unhappy</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5** Please use box below to tell us your top priorities for improving your **home**.

**Q6** The Council wants to make sure you receive a good housing service whatever happens to the contract with Sandwell Homes. Please take a moment to tell us how happy you have been with the housing service **over the past year**.

	<i>Very happy</i>	<i>Quite happy</i>	<i>Unhappy</i>	<i>Very unhappy</i>	<i>I have not used this service in the past year</i>
(a) The repairs service	<input type="radio"/>				
(b) Improvement works to your home	<input type="radio"/>				
(c) Improvement works to your neighbourhood	<input type="radio"/>				
(d) Handling queries about your rent payments (direct debits, rent arrears etc)	<input type="radio"/>				
(e) Handling complaints	<input type="radio"/>				
(f) Dealing with anti-social behaviour	<input type="radio"/>				
(g) Opportunities for tenants to influence how decisions are made	<input type="radio"/>				
(h) Moving into a new council home	<input type="radio"/>				
(i) Contact with your Housing Officer	<input type="radio"/>				
(j) The standard of service you receive	<input type="radio"/>				
(k) The availability of council housing for rent	<input type="radio"/>				

**Q7** Please use the box below if you want to tell us anything more about the quality of the housing service.

**Q8** Please tell us your top priorities for improving the housing **service**.

- (a) \_\_\_\_\_
- (b) \_\_\_\_\_
- (c) \_\_\_\_\_

**(B) KEEPING IN TOUCH**

**Q9** What is the best way to keep you informed about the future for the Housing Service?

<i>Newsletter</i>	<i>Personal Letter</i>	<i>Meetings</i>	<i>Email</i>	<i>Web Site</i>	<i>Other</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q10** If you answered 'other', please tell us how else we might keep you informed:

**Q11** If the housing service goes back under Council control how should tenants be involved in decision-making in the future?

**(C) ABOUT YOU**

So we can make sure we are listening to a wide section of the population we would like to know more about you.

**Q12** What is your name? \_\_\_\_\_

**Q13** What is your address [including your postcode]? \_\_\_\_\_

**Q14** What is your telephone number? \_\_\_\_\_

**Q15** What is your email address? (This question is optional) \_\_\_\_\_

**Q16** How many years have you been a Sandwell council tenant?

<i>0 – 5 years</i>	<i>6 – 10 years</i>	<i>11 – 20 years</i>	<i>More than 20 years</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q17** What is your gender? *Male* *Female*

<input type="radio"/>	<input type="radio"/>
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**Q18** What is your age?

<i>20 or under</i>	<i>21 - 40</i>	<i>41 - 60</i>	<i>60+</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q19** How would you describe your ethnic origin?

**Q20** Are you involved in any tenants' groups? *Yes* *No*

<input type="radio"/>	<input type="radio"/>
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If you answered "yes" please use the box below to tell us which groups you are involved with.

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY**

To enter our £100 PRIZE DRAW please send your completed form to: DWA Freepost, SWC5119, TELFORD, TF8 7ZA.  
Forms need to reach us by 16th June 2012.