

# SECURITY SERVICE HIGH RISE BLOCKS

## Service Standards



 **RESET**

 **RESHAPE**

 **RESTART**

# OUR COMMITMENT TO YOU...

Birmingham City Council believes that you should feel safe and secure living in your home and in your

receive a Security Service consisting of a 24x7 door entry access control room and an out of hours patrol service. The service is there to make sure you and

any time of the day or night. And to ensure that the health and safety of your block is maintained.

The contact details for the 24 x 7 control room are **0121 303 7300**. These can also be found on the front door entry panel of your block.

### **About these service standards**

This document tells you what you can expect from us

These service standards have been developed in consultation with tenants. We will monitor our performance against these service standards and share the results. We will review the service standards annually.

#### **High Rise Security Service Standards, we will:**

- Provide 24x7 response to door entry requests from yourselves and your visitors.
- Provide 24x7 response to your property intercom calls to the Security Service control room.
- Provide an average of three patrols to your block

Monday to Sunday. And 7am to 7pm Saturday and Sunday day.

- Check for any health and safety risks and communal repairs on each patrol and ensure appropriate action is taken.

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door entry and intercom system.

- We will work with other organisations for the

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- Be helpful and treat all tenants with dignity and respect.

- Be understanding of your circumstances.

#### **To monitor our service, we will:**

- Supervise and support this service with Security Supervisors.

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### **How to contact us:**

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