

Local Services Directorate

11 November 2013

Private and Confidential

Dear Resident

Re: Review of Concierge and Night-Time Security Services

As part of our responsibilities to you under your Conditions of Tenancy (section 3.1 of the Conditions of Tenancy), we said that we will consult our tenants about significant changes to the management and maintenance of services.

Birmingham City Council is carrying out a review of the Concierge and Night-Time Security Services. There are a number of reasons for the review but the main ones are updating the technology of our CCTV and door entry systems, making sure that the service is value for money and providing a more consistent and customer-focused service. You can read a bit more about the reasons in the enclosed information booklet.

To help us with the review we would like you, as a customer of the service, to give us your views.

In this pack we have sent you some information about the way that the service could be provided in future. Please take some time to read the information and we would then be grateful if you could take the time to give us your initial views by emailing us at conciergeconsultation@birmingham.gov.uk, texting VIEWS followed by your message to 07786200403, or completing the questionnaire at www.birminghambeheard.org.uk/bcc-corporate-resources/concierge. The questionnaire has also been included within this pack, which you can complete and return using the envelope provided. To be put in touch with somebody who can advise you about this, you can call on 0121 303 3969.

We will treat all of your answers as strictly confidential and will only use them to improve our service. We will not share your details with any third parties.

We would like the opportunity to discuss these changes with you in more detail so we have arranged for some informal drop-in sessions to happen around the city close to your block.

These will be advertised within the block shortly. You can attend any of the information sessions if you would like to ask any questions about the review or need some assistance with completing the questionnaire.

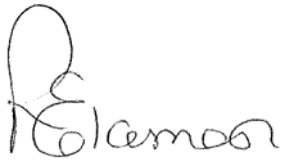
Local Services Directorate

Landlord Services
Level 2
Council House Extension
P.O. Box 16637
B3 3BU

Telephone: 0121 303 3969

Website: www.birmingham.gov.uk

Yours sincerely

A handwritten signature in black ink, appearing to read "R. Elamoa". The signature is written in a cursive style with a large initial "R" and a long horizontal stroke.

**Service Director | Transformation
Enc.**