

## Housing Regulation Panel

## Estate Services

Recommendations For Improvements	SMART Requirements for Improvements	Actions evidenced to HRP April/May 2015
<ul style="list-style-type: none"> <li>Documents made available to tenants and leaseholders</li> </ul>	<ul style="list-style-type: none"> <li>A reference copy of the Housemark document and Estate Maintenance Calendar available in the Area Offices.</li> <li>Copies of the revised leaflet – Estate Management Service Standards in the Area Offices when available.</li> <li>Copy of the leaflet added to the Estate Services web page.</li> </ul>	<ul style="list-style-type: none"> <li>The most current version of the Housemark book is on the web (<a href="http://Cambridge.gov.uk/estate-services">Cambridge.gov.uk/estate-services</a>). It is, however, several years out of date. When the new version is available, the South Estate Champion will arrange for printed copies to be in place on reception areas at City Homes South, City Homes North and the Customer Service Centre.</li> <li>South Estate Champion has met with Streets &amp; Open spaces to confirm and finalise the details in the revised leaflet. Resident Involvement is now producing the updated leaflet.</li> <li>South Estate Champion to action when the revised leaflet is available.</li> </ul>

<ul style="list-style-type: none"> <li>• Streets and Open Spaces to continue to address the issues raised from HRP inspections.</li> </ul>	<ul style="list-style-type: none"> <li>• Arisings on footpaths.</li> <li>• Grass overgrowing footpaths.</li> <li>• Moss on play area safe surfaces.</li> </ul>	<ul style="list-style-type: none"> <li>• Operatives to blow after cutting, communicating with each other when needed.</li> <li>• Not included in the contract but liaising with probation staff via the Rangers.</li> <li>• Spray where needed and also use power washing where required.</li> </ul>
<ul style="list-style-type: none"> <li>• Procedure for Grounds Maintenance staff to report obstructions which prevent service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Streets and Open Spaces to develop a simple reporting procedure for Grounds Maintenance staff and a procedure for passing the information to City Homes.</li> <li>• City Homes to record actions taken.</li> </ul>	<ul style="list-style-type: none"> <li>• Details of obstructions recorded on weekly task tickets and passed to Supervisors. Information relayed to relevant Housing Officers.</li> </ul>
<ul style="list-style-type: none"> <li>• Make tenants and leaseholders aware of the proper use of communal gardens.</li> </ul>	<ul style="list-style-type: none"> <li>• Information in new tenant sign-up packs.</li> </ul>	<ul style="list-style-type: none"> <li>• South Estate Champion to liaise with the Resident Involvement Facilitator as he is leading on the new tenant sign-up packs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Information in leasehold sales information documents.</li> <li>• Article in “Open Door”.</li> <li>• Action taken if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Leasehold team cannot put in sales information but it could be a general comment in newsletter.</li> <li>• Discussions to take place with City Homes Area Housing Managers, ASB team, HRP representative and South Estate Champion.</li> </ul>
<ul style="list-style-type: none"> <li>• Rectify issues identified by HRP at particular locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Lichfield Road play area.</li> <li>• Lichfield Road communal areas.</li> <li>• Communal areas at Colville Road flats and Monkswell.</li> <li>• Communal areas at Hazelwood Close.</li> </ul>	<ul style="list-style-type: none"> <li>• South Estate Champion to inspect, progress and update HRP for Lichfield Road play area</li> <li>• South Estate Champion to inspect, progress and update HRP for: Lichfield Road, Colville Road and Monkswell communal areas. Independent Living Facilitators will be encouraged to report issues relating to paths and general estate maintenance to the South Estate Champion to remedy.</li> <li>• Footpaths and passageways have been attended to on a regular basis. The current temporary cleaner has been addressing these areas on a regular basis. On the Housing Officer walkabout in April, residents were very happy</li> </ul>

		with the temporary cleaner's work. Sweeping and cleaning of car parks is the job of Streets & Open Spaces which they have done when asked, which the Housing Officer will continue to do.
<ul style="list-style-type: none"> <li>• Involve tenants and leaseholders in monitoring service delivery in their local area.</li> </ul>	<ul style="list-style-type: none"> <li>• Recruitment of tenant and leaseholder volunteers to monitor service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Resident Involvement Facilitator and Resident Involvement Officer are setting up working group to discuss this further.</li> </ul>

**SMART Improvements agreed at the Housing Regulation Panel meeting on 10 March 2015.**

**The meeting with the Housing Regulation Panel was attended by City Homes Area Housing Managers, Housing Support & Temporary Housing Manager, Streets & Open Spaces Operations Manager and Team Leader.**