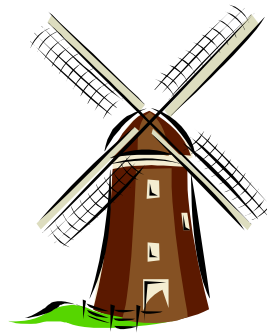


Blenheim Gardens RMO

Estate Inspection Policy



Version No.	Date.	Version	Author	Board
1	10.06.09	1	DH	1.7.09
2				
3				

Document Control

Changes History

Issue No	Date	Author	Summary of Changes
1	10.06.09	Danny Howcroft	New policy

Reviewers

Role	Name	Approval Date
United Residents Housing (ALMO)		

Approval and Authorisation

Role and responsibility	review	Approval Date
Governance Board		June 2009
Staff		July 2009

Distribution List

Name	Organisation
Chief Exec.	United Residents Housing
Governance Board	Blenheim Gardens RMO

Equality Impact Assessment

Date	By Whom	Details

Risk Assessment

Date	By Whom	Details
10.06.09	Danny Howcroft	

Review Period 2010

By Whom: Danny Howcroft/Board

Introduction:

Estate Walkabouts are a great way for staff members, residents, council representatives, contractors, Councillors, MP's and Board members to have their say, raise concerns and express ideas for the future improvements on the Blenheim Gardens Estate.

Frequent, regular, advertised and documented walkabouts will ensure estate improvements effectively address local issues and improve the fabric of the estate. Estate walkabouts are therefore an essential component in improving service delivery

Policy:

BGRMO aim is to work in partnership with all stakeholders to ensure estate walkabouts take place. The aim of the estate walkabout is to provide stakeholders with an opportunity to take control of their physical environment, monitor service levels (communal repairs, cleaning etc), plan estate improvements, resolve security issues and other general concerns on the estate.

This policy and procedure also ensure that BGRMO provides a high quality, easy accessed, customer focused service leading to improved residents satisfaction and value for money services being provided. This policy is developed to complement BGRMO mission statement of building a greener, safer and post prosperous future with the residents that it serves.

Policy objectives:

Blenheim Gardens RMO will aim too:

- Work effectively with the residents and partners to constantly improve the estate cleaning service and estate appearance
- Work with residents and partners to protect and enhance the estate
- Work with residents and partners to maintain and improve the environment
- Make tenants aware of their responsibilities and the responsibility of the RMO by promoting and advertising service standards
- Link the local strategic context with the national context strategic aims of reducing anti social behaviour and promoting sustaining communities and so on
- Strengthen partnership working with other agencies

National Context:

The Housing Act 2004 and the introduction of 'sustainable communities' as increased the priorities placed on estate management services. Good estate management services are perceived to be a vehicle of change to improve the lives of residents on estates and reduce areas that impede on quality of life, anti social behaviour, 'enviro-crime' and so on.

Strategic Context:

Blenheim Gardens RMO manages 440 units on Blenheim Gardens Estate on behalf of the local authority, Lambeth council. The estate consists of a number of small blocks (Glanville Road, Prague Place, Ramillies Close and Blenheim Gardens) and a compensation of houses and flats en block. The estate also services sum 204 undercroft garages, 200 (non-allocated) parking spaces and a number of service roads.

Blenheim Gardens RMO aims to manage the estate services strategically and in doing so contributes towards the local authorities 'Community Plan and the Housing Improvement Plan'. The RMO's overarching mission strategy is to build a cleaner, safer and more prosperous future with the residents we serve.

The estate area covered by the policy is:



Blenheim Gardens, Glanville Road, Prague Place and Ramillies Close

Relevant Legislation to Policy:

- Housing Act 1985 section 244 Environmental works

For the purpose of improving the amenities in the housing action area, the local authority (including managing agents) may:

- Carry out environmental works on land belonging to them
 - Provide assistance towards the carrying out of environmental works by other
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- Health and Safety at work 1974 (as amended)
 - Right to Manage 1994 (as amended)
 - Public health Act 1936
 - Control of pollution act 1974
 - Litter Act 1983
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- COSHH Regulations 1988

- Environment protection Act 1990
- Control of disposal and waste regulations 1988
- Clean neighbourhood and environment Act 1995
- The Management of Health and Safety at Work Regulations 1999

Service Standards:

Estate Cleaning Charter:

- **Litter and dog waste bins** - *Emptied at least once a week*
- **Bulk waste collection service** - *A full collection of bulky items dumped on the estate will be carried out three times per week, on a Monday, Wednesday and Friday.*
- **Human excrement** - *Will be cleared on the same day it is reported*
- **Dead animals** - *Will be collected and disposed of on the same day it is reported.*
- **Dog Fouling** - *Will be removed on the same day the request is received*
- **Refuse Bins** - *Rotated daily, emptied twice a week. Bin chambers deep cleaned every three months*
- **Communal balconies** - *Swept at least twice a week and washed at least once every six weeks*
- **Windows Frames and LEB cupboards on balconies** - *Will be cleaned at least annually*
- **Communal stairs** - *Swept at least twice a week, washed at least once every six weeks*
- **Communal Alleyways** - *Swept at least twice a week.*
- **Garage Doors** - *Will be cleaned at least annually*
- **Graffiti** - *Will be removed within 24 hours of being reported; offensive or racist graffiti removed the same day*
- **Abandoned Vehicles** - *Vehicles that do not pose any risk to the public will be removed within 7 days of being reported.*
- **Hazardous vehicles** (for instance, those that are burnt out or in a dangerous position) *will be removed within 24 hours of being reported.*
- **Fly Tipping** - *Removed within 48 hours of being reported.*
- **Trip Hazards** - *Hazards highlighted for repair and made safe the same day the request is received.*
- **Spillage's in Communal Areas** - *Removed the same day as reported*
- **Inspections** - *Will take place on a fortnightly basis; estate walkabouts held quarterly. All residents will be invited to attend quarterly estate inspections.*
- **Grassed areas** - *Will be cut at least three times between April and November*

Staff Conduct:

All members of the estate service team will:

- Be dressed in uniform
- Wear identification at all times

- Be polite, courteous and helpful to all residents, members of public and colleagues at all times

Performance Targets:

- To ensure that at least one estate walkabout takes place per quarter.
- To ensure residents are informed and invited to attend estate walkabouts at least four weeks advance.
- To ensure estate walkabouts are advertised throughout the estate
- To ensure, where possible, matters highlighted by stakeholders during estate walkabouts are considered for implementation.
- To ensure feedback is provided to participants no longer than four weeks after the walkabout has taken place
- To ensure that all improvements implemented as a direct result of estate walkabouts is advertised

Implementation, Monitoring and Review:

This guidance is to be submitted to the RMO Governance board in July 2009 and will be take effect following board approval of the policy and resident consultation. The responsibility for this policy lays with Blenheim Gardens RMO Governance Board but the implementation and monitoring of the policy has been delegated to the Estate Director.

BGRMO will monitor this policy and measure its effects through feedback from individuals. This will be carried out using questionnaires or surveys twelve months after the date of its implementation. Findings will be published in the RMO's newsletter.

A full review of this guidance will be take place two years from the date of implementation.

Equality and Diversity:

We are committed to giving an equal service to all. This means we will not treat individuals any differently because of your: sex, colour, race, nationality, ethnic group, regional or national original, age, marital status, ability, disability, vulnerability, political or religious belief, income level, sexuality or class. It also means our work will focus on individual groups within our community who may be disadvantaged and therefore require help the most.

This Policy confirms Blenheim Gardens RMO's equality statements and policy. Blenheim Gardens RMO is committed to providing information and services, equally and without discrimination, to meet the needs of all sections of the community managed by Blenheim Gardens RMO or seeking access to information on housing services in the Borough of Lambeth.

To help overcome barriers to effective participation Blenheim Gardens RMO promises to:

- Collect resident data to accurately record and report the demography of our residents
- Review our policies and procedures
- Provide a range of options for being involved to encourage special interest groups (such as leaseholders etc) or difficult to reach groups to participate
- Offer equalities and diversity training as part of the training program for board members, staff members and interested residents
- Monitor equal opportunities in our practices

Equalities impact Assessment:

Blenheim Gardens Estate consists of 440 mixed tenure properties, social tenancies (council), leaseholders and freeholders (with and without service charges) and operates within an equal opportunity policy to ensure it no resident is restricted from access any RMO services. Where barriers to service provisions are noted, these will be removed.

The RMO EOP is reviewed periodically

Other Policies / Documents that apply:

- Resident Profiling and data collection
- Resident Participation
- Repairs and Maintenance
- Right to Repair
- Equality and Diversity
- Finance
- Customer service
- Complaints
- Consultation
- Housing management

Communication:

Residents will be informed of any changes to this policy and procedure. The RMO has a developed and published communication strategy entitled the **UNITY plan**. Please contact the estate office for details.

Complaints:

BGRMO is committed to delivering the highest possible quality and level of service to its residents.

The RMO intends to provide services through best practice and in line with resident's needs and legislative framework. The RMO seeks to continually improve the services it provides by seeking the views and acting upon these to inform service delivery outcomes.

BGRMO will:

- Ensure your complaints will be dealt with properly
- Seek to match your needs in service delivery and quality
- Publish and report back on our performance

Wherever possible, BGRMO will endeavour to resolve your complaint immediately. If we cannot do this we aim to respond in writing to you within 10 working days of receipt. We will keep you regularly updated of progress until your complaint is fully resolved.

If you are still not happy with the time BGRMO took to respond, with the way BGRMO kept you informed, or with the manner in which you were dealt with then please tell us and we will make sure your complaint is investigated by a member of the Governance Board and/or a member of United Residents Housing or the Council. If you are still not happy, you can take your complaint to the Local Government Ombudsman, who is not part of Lambeth Council. Alternatively you can discuss your complaint with your Ward Councillor, Steve Reed.

Contacting BGRMO:

- Telephone 020 7926 0158, or write to:
- Blenheim Gardens RMO, 24 Prague Place, Blenheim Gardens Estate, Brixton, London, SW2 5ED.
- Email: BlenheimGardens@lambeth.gov.uk
- www.bgrmo.org.uk

Further Information:

For any further information relating to this guidance please contact the Estate Director, Danny Howcroft 020 7926 0158.

If you would like this information in large print, in Braille, or in another format or language, please contact us on 020 7926 0158.

Español: Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.

Français: Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.

Português: Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158

Twí: Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.

Yoruba: Tí ẹ ba fẹ ìmoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.