



Tenant Services Management Board – 15th March 2011

Estate Management Service Standard

Report of – Paul Hadley (Estates Manager – Landlord Services)

Executive Summary

This report has been produced to propose a new service standard for Estate Management for Taunton Deane Borough Council Landlord Services.

It outlines the service tenants in council housing can expect from landlord services on managing their estates.

It provides details of the specific elements of the service.

1. Purpose of the Report

To provide the Tenant Services Management Board (TSMB) with the opportunity to comment and shape the service standard for Estate Management.

2. Background to this report

Landlord services are responsible for managing the estates where our tenants live and are committed to working with our tenants to promote a sense of pride and respect for the area where they live.

3. Aim of the Standard

To provide a simple leaflet type document that tenants can access which outlines what Taunton Deane Borough Council will do to ensure that our estates are maintained to an acceptable standard. A copy of the proposed standard can be found at Appendix 1.

4. Approximate Costs

The cost of implementing this standard will be met within existing budgets. The costs for officer time are not in addition to what is currently factored as part of establishment costs.

5. **Diversity**

Some tenants may need specific help to fully access the standard, where required officers will visit vulnerable tenants to explain the standard and then identify any specific needs. Additionally information may be required in different formats:

- Large Font
- Audio Version
- Different Languages
- Website page

6. **Outcomes**

The outcomes that can be expected from the implementation of this standard are:

- Improved information to tenants on the landlord service.
- Greater reporting of issues to the Housing Service.
- Greater participation on Estates Walkabouts.
- Performance will be monitored and reported back to TSMB

7. **Information Plan**

If implemented it is intended to inform all tenants of the new standard by updating existing Tenant Welcome packs, writing a new page for Housing Website and providing information in the next edition of Deane housing News.

8. **Recommendation**

We recommend that the Tenant Services Management Board approve the proposed Estate Management Service Standard as set out in Appendix 1 to this report.

9. **Contact Officers:**

Paul Hadley, Housing Estates Manager, 01823 356332 Ext 2642,
p.hadley@tauntondeane.gov.uk

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Appendix 1 to Estate Management Standard Report Dated 15th March 2011

TAUNTON DEANE BOROUGH COUNCIL

WHERE YOU LIVE - ESTATE MANAGEMENT SERVICE STANDARD

This service standard sets out the minimum standard that you can expect from Taunton Deane Borough Council Housing Services in terms of managing the estate in which you live.

We are committed to working with you our tenants to promote a sense of pride and respect for the area where you live.

To maintain our estates in good condition we will:

- Carry out estate walkabouts at least twice a year in partnership with the Tenants' Forum and other agencies. We will publicise the date and locations of the walkabouts on our website and through our tenant newsletters.
- Complete an action plan from each walkabout and report the outcomes to the Tenants Forum and those tenants who attended the walkabout.
- Consult with residents on estate project spending.
- Investigate reports of potentially abandoned properties within 10 days.
- Arrange for abandoned and untaxed vehicles to be removed when we identify them on our estates within 14 days.
- Arrange with the Environmental Protection Team (EPT) to remove items that have been fly-tipped. (They will wherever possible identify and prosecute those responsible.)
- Respond within 10 days to complaints about overgrown areas etc.. on our estates and keep complainants advised of progress until matters are resolved.
- Monitor the maintenance of flowerbeds, trees, shrubs, communal grassed areas and garage forecourts.
- Be vigilant to anti-social behaviour within our estates. (Please see our Anti-Social Behaviour Service Standard leaflet)
- Acknowledge reports of serious or dangerous vandalism within one day, and other vandalism within 10 working days and arrange for damaged TDBC property to be repaired.
- Remove offensive graffiti from our property within one working day and other graffiti within 28 days.

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- Keep communal areas in blocks of flats in good repair, to include doors, lighting, locks and handrails etc.
- Provide information to all tenants on pest control services on request.
- Ask you if you are satisfied with our services and work alongside tenants on improving these services.

If you require further information please contact:

Estate Assistants,

Taunton Deane Borough Council,
The Deane House,
Belvedere Road,
Taunton,
TA1 1HE

Tel: 01823 356319

Email: estate.assistants@tauntondeane.gov.uk

Other agencies you can contact for advice include:

- Customer Contact Centre 01823 356356
- Parks Department 01823 356364
- Environmental Protection Team 01823 356339

If you would like this document translated into other languages or in Braille, large print, audio tape, or CD please telephone us on 01823 356356 or email us at: enquiries@tauntondeane.gov.uk

Bengali

অপনি যদি এই দলিলপত্র অন্য কোন ভাষায় অনুবাদ করে চান, বা ব্রেল, বড়ো ছাপার অক্ষর, অডিও-টেপ বা সিডিতে চান, তাহলে আমাদের টেলিফোন করুন এই নম্বরে 01823 356356 বা অথবা ই-মেল করুন enquiries@tauntondeane.gov.uk

Chinese

如果你要這文件翻譯成其他語言或盲人凸字,大號字,聲帶,或光碟,請致電我們,電話 01823 356356 或電郵 enquiries@tauntondeane.gov.uk

Hindi

अगर आप इस दस्तावेज़ का अनुवाद दूसरी भाषाओं या ब्रेल, बड़े अक्षरों वाली छपाई, ऑडियो टेप, या सीडी में चाहते हैं, तो कृपया हमें इस नंबर पर फ़ोन कीजिये 01823 356356 या यहाँ ईमेल कीजिये enquiries@tauntondeane.gov.uk

Portuguese

Se desejar a tradução deste documento para um outro idioma ou em Braille, letras grandes, cassete de áudio ou CD, contacte-nos pelo telefone 01823 356356 ou pelo endereço de correio electrónico enquiries@tauntondeane.gov.uk

Polish

W celu uzyskania niniejszego dokumentu w innym języku, w języku Braille'a, wydrukowanego dużym drukiem, nagranych na taśmę dźwiękową lub CD prosimy o kontakt pod numerem telefonu 01823 356356 lub na adres

**Appendix 2 to
Estate Management Service Standard
Dated 15th March 2011**

Impact Assessment Form and Action Table

What are you completing this impact assessment for? E.g. policy, service area	Estate Management
Section one – Aims and objectives of the policy/service	
Provide tenants with a clear list of commitments to maintain our estates.	
Section two – Groups that the policy or service is targeted at	
All groups – Disability groups may require specific help to understand the standard. Information may be required to in different languages, formats and greater explanation for tenants with mental health or learning difficulties.	
Section three – Groups that the policy or service is delivered by	
Skilled and trained Estates Officers – Management to ensure all staff are aware and given updated training.	
Section four – Evidence and Data used for assessment	
Assessment based on officer's knowledge of their estates. Customer profiling needed using information from application forms and NTVs – Action Plan.	
Section Five – Conclusions drawn about the impact of service/policy/function on different groups highlighting negative impact or unequal outcomes	
Personal contact with tenants should identify any special needs, in order to understand the standards. The standard will impact on all groups. Communicating information must offer different methods and data base established.	
Section Six – Examples of best practise	
Newsletters sent to some existing tenants in audio version.	

Signed: Person Manager Completed by		Signed: Group Manger/Director	
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