



Estate Management Plan

St Johns

Your local offer

The estate action plan

This estate action plan details the services available to our tenants/residents and how they will be involved in keeping updated with its progress. This will include setting future standards for communicating and consulting on a regular basis.

Your estate plan is also known as a local offer.

There is an ongoing action list which aims to respond to issues raised by tenants and residents. This section will be updated on a regular basis and will form part of the agenda for the monitoring group meetings.

The plan forms an agreement between Island Homes and Island Homes residents of the St Johns estate.

More information about Island Homes' policies and procedures and service standards can be found in the tenant/residents handbook and also on the Island Homes website.

What are the objectives of the plan?

- Clearly set out the level of service you can expect to receive
- To involve all tenants, residents and young people in identifying areas for improvement, including setting and monitoring the service delivered
- To strengthen the partnership between tenants, residents and Island Homes and improve how we communicate and consult with you
- To seek to resolve problems by working with our partners in the area, such as the local authority, the police, local businesses and other public and voluntary organisations who can help to improve and maintain a good quality of life on the estate
- To support Island Homes' residents in developing and maintaining a community spirit whereby tenants and residents and Island Homes aims to minimise, litter, graffiti, vandalism and anti-social behaviour
- To be mindful at all times of equality and diversity. Where a need is identified, Island Homes will respond to ensure that an appropriate service is provided tailored to meet an individual's needs. i.e. producing this document in larger print
- To keep residents informed of the names and contact numbers of all staff who deliver services to your neighbourhood
- To work with internal departments, residents, local partners and contractors to achieve value for money and good quality of service standards generally.

How will this action plan be monitored?

Local offer plan monitoring group	Frequency of meetings
<ul style="list-style-type: none"> Residents of St Johns St Johns TRA Neighbourhood Officers Neighbourhood Coordinator Community Investment Officer 	Every 6 months
Estate inspections	Frequency of meetings
<ul style="list-style-type: none"> Neighbourhood Officer Residents of St Johns Estate Services Supervisor and caretaker 	Monthly. Joint inspection carried out by residents of St Johns, accompanied by your Neighbourhood Officer and estate services supervisor.



How will residents be kept informed?

<ul style="list-style-type: none"> Island Homes' newsletter Island Homes' website (via One Housing Group website) St Johns TRA meetings Letters Flyers/Leaflets 	Published quarterly onehousinggroup.co.uk click on "Island Homes" link. Held monthly Regarding major issues Regarding specific events
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If you are unhappy with the service you receive

You should: <ul style="list-style-type: none"> Speak to your neighbourhood officer Contact the tenant forum representative Use the Island Homes Complaints Procedure Contact your neighbourhood coordinator Raise as an issue at a Monitoring Group meeting 	Antonia Fagbure dial: 0208 821 53xx Call 0300 123 9966, write to your local office or by email: info@onehousinggroup.co.uk Stan Samuel Direct dial: 0208 821 5364 Occur every 6 months at Millwall Housing Office
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Service Standards; our commitment to you.

Anti Social Behaviour (ASB)

We will:

- Respond to all reports of severe ASB, domestic abuse, harassment and hate crime within one day
- Respond to all other reports of ASB within five working days

To report ASB, domestic abuse, harassment or hate crime please call Terry Himonas, ASB Coordinator on 0208 821 5359.

Concierge

This service is currently undergoing a full review. Once the residents have voted on their preferred concierge service we will detail the service standards in this Estate Plan/Local Offer document.

If residents which comment on this review please contact the Estate service Manager, Marcus Afleck on **0208 821 5331**.

Caretaking

We will:

Daily

- Litter pick and remove fallen leaves at each grounds maintenance visit
- Check and clean lifts and and spot clean as required
- Rotate / change bins as required
- Check refuse chutes for blockages
- Report defects
- Check lighting (pm) and report defects / change as required
- sweep hard surfaces and grassed areas

Weekly

- Clean, (sweep and mop) stairs and wipe handrails
- Check and clean chute hoppers
- Clean bin chamber
- Remove graffiti

Monthly

- Clean handrails, balustrades, ledges and hopper heads
- sweep and mop internal corridors
- Sweep external corridors and landings etc. gullies

We will also

- Apply weed killer to hard surfaces (i.e. car parking areas) twice per year

These services may impact on the Service Charge of your property

This service is currently undergoing various operational changes which will lead into a full review. This will involve a consultation with residents whom pay for the service. The purpose is to provide a service that residents want at a cost that is both affordable and offers value for money.

If residents which comment on this review please contact the Estate service Manager, Marcus Afleck on **0208 821 5331**.

Grounds maintenance

We will at appropriate times of the year:

- Mow the grass fortnightly (April to September)
- Trim hedges twice per year
- Trim shrubs once at the appropriate time of the year
- Keep shrub beds appropriately weeded
- Apply weed killer to hard surfaces (i.e. car parking areas) twice per year
- Litter pick and remove fallen leaves at each Grounds Maintenance visit
- To spot pick litter from grass before cutting
- To maintain and upkeep all shrub areas and flowers bed
- To carry out planting of bulbs, shrubs and plants as required
- To prune and maintain trees and hedges
- To carry out weeding and weed killing treatment
- To carry out leaf collection and disposal
- To carry out composting
- Grass edges to be re-defined
- Roses for regular dead heading to promote abundant flowering
- Regularly apply manure and other fertilizer
- Remove protruding rubble from grass areas so as to protect cutting blades
- Carry out daily and weekly checks on all machinery
- Maintain records of all the work completed
- Order / purchase stores and equipment
- Rake leaves as necessary
- Take up tree branches and remove suckers
- Redefine grass edges from encroachment
- Small engine and equipment maintenance

We will also:

- Clear illegally dumped rubbish within seven days
- Remove offensive graffiti within 24 hours and other graffiti within seven days

These services may impact on the service charge of your property.

This service is included in the estates services review detailed on page four of this document.



Repairs and maintenance

We will:

- Provide a 24 hour telephone service to report emergency repairs
- Ensure our contractors follow a code of conduct
- Respond to a report of an emergency repair within two hours (make safe within 24 hours)
- Respond to a report of an urgent repair within three working days (and complete the works within 7 days)
- Respond to a report of a routine repair within five working days (and complete the works within 20 days)
- Carry out a gas safety check at each **tenants** property at least once a year (not leaseholders)
- Publish a programme of our planned maintenance works once a year
- Provide a clear definition of what repairs are chargeable in the handbook
- Make clear to residents that they “may be” charged if the repair is found to be their responsibility
- Give residents the opportunity to arrange their own chargeable repair works and state that our minimum charge is £150.00.

To report a repair please call 0300 123 9966

Customer care

We will:

- Return telephone calls within 24 hours (mon-fri)
- Make staff contact details more available
- Ensure specialist maintenance staff are on hand to answer your queries
- Provide you with updates on your concerns and keep you informed so that you wont have to chase us for progress reports.
- We will give you more information on how your complaints are being dealt with, details of what went wrong and how it will be put right.

You can see/obtain a copy our service standards in full by:

- **Visiting our website (click on the “Island Homes” link) at onehousing-group.co.uk**
- **Calling our Customer Contact Centre on 0300 123 9966**
- **Calling your Neighbourhood Officer, Antonia Fagvure on 0208 821 5382**

Findings

Following written and drop in consultation to all general needs residents and the Kingsbridge Tenant and Resident Association, we found that the following areas mattered to residents :

- Anti Social Behaviour
- Feeling safe and secure
- Cleaning and Grounds maintenance
- Fly Tipping

From this information and from working with locally elected representatives of the estate we have put together a high level action plan. This action plan will be developed over the forthcoming months so that each action has an individual plan led by the appropriate staff member and managed by the neighbourhood co-ordinator.

Action plan	Date Due
<p>Anti social behaviour</p> <ul style="list-style-type: none"> • Introduce easier and more robust reporting and feedback methodology for ASB. • Work with St Johns TRA and the residents to agree relevant and timely monitoring of performance information. 	<p>End of June 2011</p> <p>End of July 2011</p>
<p>Feeling safe and secure</p> <ul style="list-style-type: none"> • Implement five year tree maintenance programme across St Johns estate. • Decision on what changes can be made to the Castalia Office in order to increase the reception size. This will encourage more residents to visit the local housing office and report matters. • Complete resident consultation and implement concierge service or Alice Sheppard House 	<p>End of June 2011</p> <p>End of December 2011</p> <p>End of July 2011</p>
<p>Cleaning and grounds maintenance</p> <ul style="list-style-type: none"> • More robust caretaking monitoring practices to be implemented, whilst simultaneously raising the profile of the caretakers on the estate. • Ensure caretakers have the proper equipment to undertake their required tasks. 	<p>End of July 2011</p> <p>End of April 2011</p>
<p>Fly tipping</p> <ul style="list-style-type: none"> • Formulate and implement fly tipping and bulk rubbish strategy with St Johns residents to reduce both the amount of rubbish that is dumped and continually escalating costs. 	<p>End of March 2012</p>
<p>Consider:-</p> <ul style="list-style-type: none"> • Address resident concerns regarding lighting across St Johns Estate and what can be undertaken to improve it. 	<p>End of December 2011</p>

Useful contact numbers at Island Homes

Customer Contact Centre 0300 123 9966

Repairs Hotline 0800 587 9941

Neighbourhood Officer: Antonia Fagbure
0208 821 5382

ASB Coordinator: Terry Himonas: 0208 821 5359

Neighbourhood Coordinator: Stan Samuel 0208 821
5364

Estate Services Manager: Marcus Affleck 0208 821 5331

Leasehold Manager: Jon Megan 0208 821 5353

Maintenance Surveyor: Robert Buckland 0208 8215366

Income Team - To discuss your rent account: Anna Bickersteth 0208 821
5219. Alternatively contact the income duty officer 0208 821 5184

Community Investment Officer: Mary Riley 0208 821 5378

Regional Housing Manager: Suzanne Bowes 0208 821 5331



Useful local numbers:

Chair of St Johns TRA : Mrs Maggie Phillips
07951 086447

Chair of Leasehold Forum: Jill Skeels 07759 972896

Tower Hamlets Borough Council (general enquiries)
0207 364 5000

Housing benefits 0207 364 5001

Council Tax 0207 364 5002

Tower Hamlets Citizens Advice Bureau 0207 247 1050

Refuse and Waste Management (Streetcare Team) 0207 364 5004

Public Refuse Tip 0800 9883023

Milwall Police (non-emergency) 0300 123 1212

- ***For all emergencies dial 999***

