



# Estate Management Plan

Samuda

*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 monitoring and evaluating the plan and sets 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 Samuda 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 aim 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 and local partners and contractors to achieve value for money and good quality standards of general service delivery

## How will this action plan be monitored?

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



## How will residents be kept informed?

<ul style="list-style-type: none"> <li>Island Homes' newsletter</li> <li>Island Homes' website (via One Housing Group website)</li> <li>TMO meetings</li> <li>Letters</li> <li>Flyers/Leaflets</li> </ul>	Published quarterly <a href="http://onehousinggroup.co.uk">onehousinggroup.co.uk</a> 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

<b>You should:</b> <ul style="list-style-type: none"> <li>Speak to your neighbourhood officer</li> <li>Contact the tenant forum representative</li> <li>Use the Island Homes complaints procedure</li> <li>Contact your neighbourhood coordinator</li> <li>Raise as an issue at a Monitoring Group meeting</li> </ul>	Antonia Fagbure dial: 0208 821 5382  Call 0300 123 9966, write to your local office or by email: <a href="mailto:info@onehousinggroup.co.uk">info@onehousinggroup.co.uk</a>  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 ground floor lobbies ( where appropriate)
- Check communal areas 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 4 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 seven 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 “Island Homes” link) at [onehousinggroup.co.uk](http://onehousinggroup.co.uk)**
- **Calling our Customer Contact Centre on 0300 123 9966**
- **Calling your Neighbourhood Officer, Antonia Fagbure 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 the most:

- 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><b>Anti Social Behaviour</b></p> <ul style="list-style-type: none"> <li>• Introduce easier and more robust reporting and feedback methodology for ASB.</li> <li>• Work with Samuda TMO and Samuda residents to agree relevant and timely monitoring of performance information.</li> </ul>	<p>End of June 2011</p> <p>End of July 2011</p>
<p><b>Feeling Safe and Secure</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Complete resident consultation and implement concierge service at Kelson House</li> </ul>	<p>End of December 2011</p> <p>End of July 2011</p>
<p><b>Cleaning and Grounds maintenance</b></p> <ul style="list-style-type: none"> <li>• More robust caretaking monitoring practices to be implemented, whilst simultaneously raising the profile of the caretakers on the estate.</li> <li>• Ensure caretakers have the proper equipment to undertake their required tasks.</li> </ul>	<p>End of July 2011</p> <p>End of April 2011</p>
<p><b>Fly tipping</b></p> <ul style="list-style-type: none"> <li>• Fly tipping and bulk rubbish strategy to be agreed and implemented with Samuda residents to reduce amount of rubbish that is dumped and also to reduce the continually escalating costs</li> </ul>	<p>End of March 2012</p>
<p><b>Value for Money</b></p> <ul style="list-style-type: none"> <li>• Work with the customer contact centre and responsive repairs teams to improve upfront diagnostic repairs elements. Residents will be invited to be involved in this process.</li> </ul>	<p>End of March 2012</p>
<p><b>Consideration</b></p> <ul style="list-style-type: none"> <li>• Conclude discussions with SELMO regarding them being managing agent of Samuda</li> </ul>	<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  
5218. Alternatively contact the duty income officer 0208 821 5184

**Community Investment Officer:** Mary Riley 0208 821 5378

**Regional Housing Manager:** Suzanne Bowes 0208 821 5331



## Useful local numbers:

**SELMO Chair:** Jenny Fisher  
Contact details to be confirmed

**SELMO office :** 0207 536 0839

**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*

