

## Standard: Neighbourhood Management

TSA Standard	How we meet the TSA standards	Existing commitments/standards
<ul style="list-style-type: none"> <li>✚ Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.</li> </ul>	<ul style="list-style-type: none"> <li>✚ Our customer satisfaction with 'neighbourhood as a place to live' has increased year-on-year as identified in our status/mini- status surveys. Our latest figures for 2009 show 82% are satisfied.</li> <li>✚ We undertake regular estate walks with partners and customers to identify local issues. We have a schedule of estate walks which we publicise in our customer newsletter and on our website. We undertake quarterly estate walks across the borough and more regularly to our high risk or hot spot areas.</li> <li>✚ We also assess the condition of our estates by involving tenant inspectors in quality checking grounds maintenance.</li> <li>✚ We have 22 estates officers each with dedicated areas and 20 estate assistants with defined responsibilities, working to ensure our estates are clean, tidy and well managed.</li> <li>✚ Our Estate Caretaker service provides on-site services in tower blocks and responsive services on an ad-hoc basis across the borough</li> </ul>	<p><b>Our existing commitments are:</b></p> <p><b>When managing your neighbourhood and home we will:</b></p> <ul style="list-style-type: none"> <li>✚ Have a named estates officer for each estate who will help you with any issues about your tenancy, neighbourhood, area or housing scheme.</li> <li>✚ Regularly carry out published estate walks so we can identify issues such as landscaping and cleaning with you.</li> <li>✚ Carry out quarterly inspections of our estates. Where possible with key agencies and a tenant representative.</li> <li>✚ Regularly inspect all garage sites and carry out any required cleaning and grounds maintenance works.</li> </ul>

	<ul style="list-style-type: none"> <li>✚ We have Service Level Agreements (SLAs) to manage the open plan land, enclosed gardens and trees. The SLAs define work schedules, costs, frequencies, specifications and standards. We regularly monitor that the standards are being met.</li> <li>✚ We have an SLA to clean our communal areas and monitor this on a regular basis.</li> <li>✚ .We undertake quarterly inspections of our communal areas to not only inspect cleaning but also health and safety issues and repairs.</li> <li>✚ A dedicated concierge service is in operation on our most high risk estate to monitor 24-hourly activities.</li> <li>✚ We participate in a large scale partnership operation called Neighbourhood Alliance with the objective of improving the appearance of an area and resident perceptions.</li> <li>✚ We work closely with partners through Safer Doncaster Partnership and the associated sub groups and area based sub groups.</li> <li>✚ We attend local police briefings along with many other partnership meetings with residents and</li> </ul>	<ul style="list-style-type: none"> <li>✚ Visit you after you move to your new home and then at least once every three years.</li> <li>✚ Work with you to identify local issues and solutions and ensure that these solutions are published.</li> </ul> <p><b>Our service standards are –</b></p> <ul style="list-style-type: none"> <li>✚ We will visit introductory tenants three times in the first year of the tenancy to ensure that the tenant is comfortable and abiding by the Tenancy Agreement.</li> <li>✚ Ensure that leaseholder service charge bills accurately and fairly reflect the amount that leaseholders should pay and that the regular statement of accounts are issued no later than six months after the financial year end.</li> </ul>
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	<p>local ward members to provide a joined up and effective approach to tenancy and estate management.</p> <ul style="list-style-type: none"><li>✚ We work in partnership with our tenants through local Tenants and Residents Associations and Area Forums.</li><li>✚ Tenants become involved through Estate Walks, TARAs, Forums, Neighbourhood Alliance and through their input on the tenant led Estate Improvement Fund working group.</li><li>✚ We also have area based Estate Improvement Budgets to make improvements to estates and address local issues.</li><li>✚ We have Hot Desks in Doncaster Council Safer Neighbourhood Team offices to foster good partnership working relationships.</li><li>✚ Funding is available for extra grounds maintenance work in response to tenants' requests to ensure all areas are provided with the level of service required.</li><li>✚ As part of Doncaster Councils' overall fly-tipping Strategy we have our own Smartwater initiative to identify and deter tenants from fly-tipping and spoiling the estates.</li></ul>	
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