

ESTATE AGREEMENT

Between

**CORNISH HOUSES RESIDENTS'
ASSOCIATION**

And

CANNOCK CHASE COUNCIL

2004

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1. INTRODUCTION

This Estate Agreement is an agreement between Cannock Chase Council and Cornish Houses Residents' Association. It sets out the level of services the Council will provide for the estate and the commitment of the Residents' Association to building up good working relationships with the Council. It is anticipated that reviews will continue to affect this document in the future to ensure that it remains relevant and reflects changing practices and expectations.

Cornish Houses Residents' Association covers the following areas:-

Rowley Close and those properties of Cornish type construction in Bradbury Lane.

Some of the benefits of the estate agreement are: -

- An Estate Agreement provides the Residents Association with a greater influence on local services without the demands involved in taking direct management of the Estate.
- It provides residents with information about levels of service in a format, which is clear and understandable.
- It addresses local needs by concentrating on those services, which matter most to local residents.
- It involves residents in monitoring local services and providing useful feedback for the Council.
- It gives staff a chance to explain the services they are trying to provide and encourages the development of a sense of partnership between staff and residents.

2. THE REPAIRS SERVICE

The agreement aims to increase tenants' awareness about the repairs service and to involve the residents in the monitoring and the improvement of the service.

Reporting of repairs

When repairs are reported in person at the Housing Department, the tenant is guided towards a freephone where they can directly call the Repair Reporting Centre (unless they need particular assistance and the receptionist would assist)

When repairs are reported to the call centre receipts are posted out for all categories except urgent and emergencies.

If an inspector is required they can usually be offered a morning or afternoon appointment and following the inspectors visit tenants will receive a written confirmation of the work to be carried out.

When will the work be done?

There are four priorities for repairs-

Priority one	Emergency repairs	within 24hours
Priority two	Urgent repairs	within 3 working days
H	Handy van	within 3 working days
4	Any other non – urgent Repair.	40 working days

Examples of repairs for Handy Van

Blocked sink or bath

Small bricklaying, tiling, plumbing, plastering and carpentry jobs.

Gas Servicing

All gas appliances will be serviced every 12 months. If this has not been done, contact the Repairs Reporting Centre Tel 01543 456816, and a service will be arranged.

External Contractors

External contractors carry out certain types of maintenance works on behalf of the Council, such as the servicing of gas appliances. All contractors are required to carry identification, and to provide the same standards of quality. Tenants with any doubts at all about anyone claiming to be working on behalf of the Council should check before allowing them in. Always phone the Council on the number below; do not use a number given by the contractor.

Who to contact

When a repair is outside the time limit, or you have any query about the progress of your repair,
Your first point of contact is the Repairs Reporting Centre on 01543 456816.

Monitoring

The Residents Association will hold monitoring meetings with the Housing Maintenance Manager to discuss the performance of the Repairs Service. The Council will provide performance information about the Repairs Service in the area.

3 GROUNDS MAINTENANCE

The catchment area of the Residents Association includes grassed areas, which are the responsibility of different departments and different authorities – Leisure Service Division (Cannock Chase Council) and Highways (Staffordshire County Council).

The aim of this agreement is to provide information about the grounds maintenance services that are the responsibility of the Leisure Service Division.

A) GENERAL GROUNDS MAINTENANCE

During the season, the grass is litter picked prior to mowing and this includes litter picking at the base of the hedges. The contractor will remove any grass cuttings falling on to footpaths. This service is carried out on areas 1,2 and 3 as well as frontages to Bradbury Lane properties.

B) HOUSING GRASS CUTTING SERVICE TO OLDER PERSONS

Tenants who are eligible and have a place on the grass cutting scheme will have grassed areas cut fortnightly

During the season, starting March / April and ending in late September.

The contractors will cut to the full extent, take away grass cuttings and clear footpaths. They will trim the edges of the lawns where this is practical. It is the tenant's responsibility to ensure that lawns are clean prior to the contractor mowing

Who to contact

If you have a complaint about the grounds maintenance service, contact or Bob Carding (Leisure Services – Grounds Maintenance Officer) on 464325.

4 TENANT PARTICIPATION

To gain recognition from the Council, the Residents' Association has a constitution that allows for regular meetings, a commitment to equal opportunities and audited finances and a majority of its committee members are council tenants.

Resources

The Council provides the Residents' Association with an annual grant and training opportunities. Photocopying, stationery and the use of computer facilities are available at the Tenants Resource Room at the Housing and Health Advice Centre in Park Road Cannock. A part time administrative support worker is available at the above to assist associations with newsletters, leaflets, letters etc.

Consultation

Through its membership of the Chase Tenants' and Residents' Federation, the Residents' Association is consulted on all major issues of housing policy at open meetings and by circulation of reports.

The Residents' Association is invited to send a representative to the Housing Liaison Group. This meets quarterly and enables discussion with Councillors and Senior Housing Officers on Housing policy.

Members of the Association are encouraged to join the C.T.R.F. Consultation Group.

Attendance at meetings

The Residents Association meets at least four times each year. The following staff will attend meetings when requested, providing one months notice has been given: -

- the Tenancy Services Manager (or an appropriate representative from the housing office) is available to attend all meetings.
- The Tenant Participation Officer will attend at least 1 meeting a year.
- A Council Officer involved in Housing Performance and Quality may attend once a year, to discuss matters of housing policy of which prior notice is given.

Estate walkabout

The Estate Management Team will inspect the catchment area of the Association on a 3 monthly basis. Representatives of the Association will accompany the E.M.O. at times, which are mutually convenient, but not less than twice each year. Following the walkabout, the Estate Management Team will inform the Residents' Association of the issues identified and the action that has been taken.

Each year the Council will consult the Association with regard to spending of their minor works budget allocation and other minor works budget priorities..

Who to contact

If you have any queries about Tenant Participation, contact **Trish Griffiths, Tenant Participation Officer, on 01543 464757**

5 TENANTS RESPONSIBILITIES

As a community, tenants have a responsibility to help the Council ensure that everyone on the estate can enjoy peace and security in their own home.

When disputes between neighbours occur, the Council will seek to assist tenants to resolve their differences amicably. The services of a Mediation Provider may be used. However when it is necessary to take action, tenants should support the Council by reporting promptly any incidents of anti-social behaviour, by assisting in the gathering of evidence e.g. keeping an incident diary and by co-operating with the Council Officers who are investigating these matters.

Tenants can assist the Council to maintain properties in a good state of repair. This includes keeping gardens tidy, reporting repairs promptly and accurately to the Repairs Reporting Centre and undertaking 'small repairs' which are defined in the Council's Repairs Handbook and are the tenants responsibility. Please note that repairs should not be reported to the Councils' workmen. The only exception to this occurs when a handyman is already carrying out work at a property. In this situation a request can be made for other small jobs to be done while he is on the premises. The work may be carried out, according to the workload at the time.

All tenants must act in accordance with their tenancy agreement in all matters related to their tenancy, including the payment of rent and ensuring the good conduct of all people living in or visiting their home.

6 COMPLAINTS PROCEDURE

If you have a complaint about any of the services included in this estate agreement contact **Nigel Haywood, Tenancy Services Manager on 462621**. If you are still not satisfied, please write to **Ian Tennant (Head of Housing and Community Development)** .

7 MONITORING OF THE AGREEMENT

Every 4 months there will be a monitoring meeting between the Residents' Association and the local Housing Officer. From this meeting a written report will be forwarded to the Housing Liaison Meeting.

Agreement signed for Cannock Chase Council

Councillor N. Stanley

Date

Agreement signed for Cornish Houses Residents' Association

Date
