

**ESTATE AGREEMENT**

**Between  
RUMER HILL  
RESIDENTS' ASSOCIATION**

**And**

**CANNOCK CHASE COUNCIL**

**AMENDED 2003**

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# 1. INTRODUCTION

This Estate Agreement is an agreement between Cannock Chase Council and Rumer Hill 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.

**Rumer Hill Residents' Association covers the following area: -  
Devon Road, Devon Green, York Road, Oxford Road, Oxford Green, Worcester Close, Warwick Close, Surrey Close, Lincoln Drive and Salop Drive.**

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 Area Housing Office, the tenant will be provided with a receipt. This receipt lists the repairs reported. An appointment for either a morning or afternoon visit by the repairs inspector is arranged with the tenant at the time the repair is reported. Where repairs are reported by telephone receipts are posted out for all categories of repair except for urgent repairs. Inspectors' appointments are made by telephone at the time of reporting. Tenants will receive written confirmation of the work to be carried out, following the inspector's visit. An appointment for the work to be carried out will be offered at the time of the inspector's visit.

### **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 Steve Sheratt in the Housing Surveyors section (Tel 01543 464581), 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 Adele Vine, Housing Assistant (Cannock Area Housing Office) on 464443.

### **Monitoring**

The Residents Association will hold monitoring meetings with the local Housing 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 and planted areas, which are the responsibility of different departments and different authorities – Housing (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 Housing Department.

#### **The older persons grass cutting scheme**

Tenants who are eligible 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.

Grounds maintenance includes grass cutting de-weeding of pavements and garage area.

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 take away grass cuttings and clear footpaths.

- hedges are pruned once each year during the summer
- The paved areas, drying areas and garage site are sprayed at least once a year and must meet the requirements of the Environmental Protection Act (Note: the area may not be totally weed free all the time).

**Who to contact**

If you have a complaint about the grounds maintenance service, contact Janet Baldasera (Housing) or Bob Carding (Leisure Services – Contract Monitoring Officer) on 464325.

**Monitoring**

The Residents' Association will receive a copy of the contractor programme and will monitor performance. An Estate walkabout with residents and Bob Carding will take place in spring and summer on dates to be mutually agreed

## **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 also entitled to attend the Annual Tenants Conference.

Members of the Association are encouraged to join the District Compact Panel.

### **Attendance at meetings**

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

- the local Housing Manager (or an appropriate representative from the housing office) is available to attend all meetings.
- The Tenant Participation Officer and Estate Management Officer will attend when invited, providing prior notice is given.
- A Council Officer involved in Housing Strategy and Urban renewal will attend at least one meeting a year, to discuss matters of housing policy of which prior notice is given.

### **Estate walkabout**

The Estate Management Officer(s) 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 E.M.O. will inform the Residents' Association of the issues identified and the action that has been taken.

The Residents' Association may contact the Council on behalf of individual members. When requested the Council will send the Association a written reply within 10 working days.

Each year the Council will consult the Association with regard to spending of the Cannock Area minor works budget.

### **Who to contact**

If you have any queries about Tenant Participation, contact **Trish Griffiths, Tenant Participation Officer, on 467167** or **Scott Conroy on 464381.**

## **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.

All residents are expected to exercise reasonable consideration for their neighbours, especially during evenings and night times.

Fencing and gates have been provided to the rear of flats in Devon Green and Salop Drive to enable residents to restrict access and so reduce nuisance. Tenants who allow members of their household access to these areas, which results in nuisance, will be in breach of their Tenancy Agreement. Tenants are advised not to issue keys to under 18's.

No Ball Games signs have been erected where damage e.g. broken windows and nuisance have been caused. Tenants are advised to observe these signs and ensure that members of their household do not cause nuisance or property damage. Tenants should ensure that members of their household play ball games in the designated play areas or areas where nuisance is not caused to other residents.

Residents are reminded that the junior play area in Oxford/York Road has been designed for the use of children aged four to twelve years. The play area in Oxford Green has been planned for the use of older children.

Where tenants experience minor difficulty with their neighbours e.g. disputes involving children, it is generally best for them to try to come to an agreement between themselves in the first instance. However where this approach has failed or where the problem is of a more serious nature the tenant should report the problem to the Estate Management Officer. Tel 01543 464329.

Please remember the Council does not set out to apportion blame but aims to resolve problems.

Incidents of anti-social behaviour should be reported to both your Estate Management Officer and your Community Police Officer. The co-operation of tenants is required in giving full details to the Neighborhood Warden for your area when requested.

A written complaint to the Council will be required before any action can be taken.

### **Council Response**

When a written complaint has been received a response will be made within 7 working days. The appropriate guidance and information will be given to the complaining tenant e.g. diary sheets to record incidents of nuisance. The Estate Management Officer will monitor these diary sheets.

If no diary sheets are received over a three-week period it will be assumed that the problem has been resolved and the Council will take no further action.

Please refer to the Council's handbook regarding Neighbour Nuisance for more detailed guidance. This can be obtained from your Area Housing Office.

Without the co-operation and assistance of residents in the area the Housing Department would have difficulty in taking effective action with regard to neighbour nuisance and anti social behaviour.

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 Cannock Area Housing Office and undertaking 'small repairs' which are defined in the Council's Repairs Handbook and are the tenant's responsibility. Please note that repairs should not be reported to the Council's 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 **Janet Baldasera ( Cannock Housing Office) on 464317**. If you are still not satisfied, contact **Ian Tennant (Head of Housing and Community Development) on 464210**.

## 7 MONITORING OF THE AGREEMENT

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

### **Action Plan for Local Indicators and Targets**

The committee will undertake to collate the following monitoring information at every meeting:-

- Garden Area in Worcester Close/Oxford Green – pruning to be checked twice yearly
- Litter at rear of garages to be checked bi monthly
- Community Garden to be checked monthly for litter and vandalism
- Drying areas to locked gates to be checked for litter monthly

Agreement signed for Cannock Chase Council

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Date-----

Agreement signed for Rumer Hill Residents' Association

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Date-----