

ESTATE INSPECTION RECOMMENDATIONS FROM TENANT SCRUTINY BOARD WITH FEEDBACK

Desired Outcome – Assurances that the 'One Council' approach is operating at estate level

Recommendation 1 – That the Tenant Scrutiny Board review in September 2016 progress made towards service harmonisation and implementation of the 'one Council approach'

Comment Recommendation accepted
We welcome a further review in September 2016

Desired Outcome – An improved walkabout process

Recommendation 2 – That the following be considered as part of the current harmonisation project and the results of the harmonisation project be reported back to Tenant Scrutiny Board

- Better communication of the estate walkabout with greater lead in time
- Proactive campaign to increase tenant participation both at walkabouts and in other associations
- That for some walkabouts specific agencies attend at the request of housing Leeds to target particular issues
- All ward councillors and those attend at the request of Housing Leeds to target particular issues
- All ward councillors and those attending receive outcome reports following walkabouts
- All actions agreed happen within agreed timescales
- Uniform reporting template
- Use of compliment letters
- Consistent approach to enforcement

Comment – Recommendation Accepted

We believe that in the majority of situations the Housing Officer can take ownership of any issues identified during the Walkabout on behalf of other council services and that stronger relationships can be built between services that result in improvements. This means in the majority of cases having additional council officers from other services would not be necessary which makes the best use of officer time.

We also wish to consider alternative ways of identifying issues on estates that result in the same outcomes

Desired Outcome – Cleaner estates

Recommendation 3 – That the Council introduces the best waste collection solution for individual estates, even if that results in variations across the city

Comment - Recommendation Accepted

However it should be noted that the council is committed to expanding Alternate Week Collection where possible but there are some locations where an alternative to the standard fortnightly wheelie bin service is provided that best meets the needs of that locality.

Desired Outcome – Cleaner estates and better educated residents on the issue of waste

Recommendation 4 – That the Council

- Provides more bins on estates
- Ensures the timely removal of full glass banks
- Introduces more clean up days
- Undertakes an education campaign to raise variations across the city

Comment - Recommendations Accepted

We would like to see residents control and plan clean up days with services providing a support role.

An education campaign needs to use various communication methods but it not only needs to inform but also challenge behaviours.

Desired Outcome – Improved appearance of gardens

Recommendation 5 – That appropriate enforcement action is taken to ensure tenants fulfil their tenancy agreement with regards to the upkeep of gardens

Comment – Recommendation Accepted

We also provide appropriate support for tenants who need help in maintaining their gardens due to disability.

Desired Outcome – Improved knowledge of tenants as to their responsibilities

Recommendation 6 – That the responsibilities of tenants with regards their gardens are clearly communicated, particularly during pre-tenancy training

Comment Recommendation Accepted.

Desired Outcome – Providing tenants with the tools to keep their gardens neat and tidy

Recommendation 7 – That Housing Leeds encourages and facilitates the start-up of tool bank schemes

Comment Recommendation Accepted.

While Housing Leeds does not want to directly manage such Tool Loan Schemes we will actively encourage the development of local Tool Banks where there is an interest by local residents to provide this service.

Desired Outcome – A better understanding by tenants of what is achievable and within what timescales

Recommendation 8 – That greater publicity be given to the constraints faced by the Council in terms of grounds maintenance

Comment Recommendation Accepted.

Desired Outcome – Up to date map

Recommendation 9 – That Parks and Countryside in liaison with Housing Leeds pro-

actively identify those areas 'not on the map' and action accordingly

Comment - Recommendation Accepted.

Although not all neglected land is publicly owned and alternative solutions will be needed in these cases.

Desired Outcome – Improved garage policy

Recommendation 10 – That Housing Leeds reports back to Tenant Scrutiny Board back on any recommendations and or proposed policy changes following its review of garages

Comment - Recommendation Accepted.

Current review of the sustainability of garages and garages sites is ongoing and an update will be provided to Tenant Scrutiny Board once completed.

Desired Outcome – The development of tenant associations which can help deliver estate initiatives

Recommendation 11 – That Housing Leeds pro-actively encourages and supports the development of tenant associations in those areas where such activity is low.

Comment - Recommendation Accepted.