



Residents' Voice: Your Neighbourhood - Summary of Feedback 9 October 2018



Headlines

- 83% of residents felt positive about where they lived
- 78% of residents at the first Residents' Voice were tenants and 22% were leaseholders
- 27% of residents at the first Residents' Voice were from small blocks on a street
- 41% of residents hadn't been to a Growth & Place meeting before
- 89% of residents enjoyed the first Residents' Voice forum and 83% would tell their neighbours about the meeting
- Residents would like more discussion time and some presentations next time
- Residents would like to discuss defending council homes next time

You Said...	Our thoughts...
Housing Management	
You would like to see housing staff in your block and on your estate more often and you would like to know when they will be there	We're introducing a H&F mobile working strategy to help us do this. This will start next spring. In 2019 we're piloting housing officer surgeries on key estates.
You would like to see more enforcement of the tenancy agreement	H&F have introduced a recharge policy, for residents who cause damage to our property or make unauthorised alterations. We've employed 2 social workers in our teams to work with our most vulnerable residents, to support them to manage their tenancies and resolve issues with neighbours. Our Anti-social Behaviour Unit is reviewing our ASB policy to include new tools and powers available to manage ASB.
There needs to be more consistency in terms of the quality of the service that is received (including service to tenants and leaseholders)	Teams are producing an induction plan for officers and managers. We're reviewing service standards to ensure these meet the expectations of residents.

	<p>We'll be running leasehold training for the teams in 2019.</p> <p>We want to include TRAs in delivering training to officers on what they want and need from the service.</p>
Staff cover should be better organised to avoid gaps in service	We're re-organising the Growth & Place department to change the service we deliver to residents and ensure our resources are placed where most needed.
Housing officers are good at answering the phone, polite and liaising with TRAs	Thanks! We want to build on this and achieve excellence in all aspects of the role.
You would like to see more awareness of vulnerable residents	<p>We've employed 2 social workers in our housing department to work with our most vulnerable residents, to support them to manage their tenancies and resolve issues with neighbours.</p> <p>We're signing all our Housing Officers up to be Dementia Champions, to increase awareness and support in our community.</p>
There needs to be more outcomes from Estate Inspections	We recognise that a regular frustration for residents and officers alike is when communal repairs from estate inspections aren't completed in a timely way. We're looking to address this as part of the repairs service changes and will work with residents to get this right.
There should be more training for staff	<p>This year we introduced compulsory management training and accreditation for all senior managers.</p> <p>We've sponsored 3 of our housing managers to gain the ILM management qualification this year.</p> <p>All our Housing officers have received certificated fire safety and asbestos awareness training.</p> <p>We've undertaken policy and procedure refresher training.</p> <p>We'll be producing a new training plan after Christmas for 2019-20.</p>
74% of residents know who their housing officer is	<p>This is a good start, but we want to improve. We'll do this by:</p> <p>Ensuring the search tool on the H&F website is updated with officer contact details.</p> <p>Auditing all our estate noticeboards to make sure our key contact lists are up to date.</p>
Caretaking & Grounds Maintenance	

<p>Dog poo and overgrown weeds need to be addressed</p>	<p>We know that this is a recurring problem. Dog poo is removed by caretakers on a daily basis and on request. Our Housing Officers and the Pinnacle performance managers have spoken to those who've been seen not picking it up. Idverde use a foamstream machine to kill the weeds on our estates. They carry out a minimum of four visits a year. At all other times the caretakers should be removing the weeds. In future we could look at sharing the foamstream schedule on block noticeboards so that residents know when this should be taking place.</p>
<p>Look at cleaning lifts more often</p>	<p>We'll look at the results from our bi-monthly inspections and focus on those blocks where lift cleaning is an issue.</p>
<p>There are some very good caretakers, but the service is inconsistent – better service received when the caretaker knows the site- stop moving the caretakers around. There should be more caretakers.</p>	<p>We are confident that we have the right amount of caretakers. We've previously discussed this with Pinnacle who told us that the amount of time spent moving rubbish etc, can take away from daily cleaning schedules. We'll ask for more information on why caretakers are moved off schemes where they've been for a long time.</p>
<p>Litter needs to be picked up before the grass is cut. Leaving grass cuttings is environmentally friendly but sometimes too much is left behind. Hedge cuttings need to be cleared away</p>	<p>Litter should be picked up on a daily basis and a weekly basis on our gap sites. Idverde should litter pick before they start a cut back. Our current contract is 'cut and drop'. This means residents are not charged for a service where grounds contractors would pick up and remove grass cuttings. Hedge cuttings should always be cleared away from communal grounds areas.</p>
<p>There needs to be a greater caretaking visibility in sheltered housing</p>	<p>The caretakers schedule on sheltered schemes should be visible in the communal area as well as the details of their performance manager. Any questions about their days of attendance and duties can be passed through the Pinnacle Performance Manager or via the scheme officer.</p>
<p>Contractors should have respect for what residents have planted and replanting should be included in the contract.</p>	<p>Idverde work alongside several gardening groups and individual residents who take an interest in improving their grounds.</p>

	<p>Residents need to make it clear where they have planted something and communicate this to Idverde via their housing officer.</p> <p>The contractor is always happy to advise on what will grow best in different soils and areas on our estates. In those areas that need replanting the council often submits NIF bids to improve areas, these can include replanting. Adding this to our current contract would mean additional costs.</p>
Training and induction needs to be improved for caretaking staff	Pinnacle send us details of the training and induction carried out for any new caretakers.
Environmental improvements need to be maintained and sustainable	As part of our aims to become a cleaner, greener borough we are constantly looking at ways we can be more environmentally friendly. If residents want to find out more they can contact the council officer responsible for the particular project. We'll ask the Estate Services Working group if they have any further feedback on this.
Would like to look at the possibility of an out of hours caretaking service. At present, anything that happens after the caretaker has finished for the day is not dealt with until the caretaker is back on duty. Weekend cover should be increased.	We're aware that the clean-up in the mornings and after weekends is always more intense. However, it's during these times that our estates and residents receive most visitors. Our caretakers respond as quickly as possible to any incidents. We do not currently have any plans to increase cover as this would incur further charges.
Does the annual clean still happen and what's meant to be done?	Pinnacle have a specialist cleaning team who visit each estate and do a deep clean of all communal areas within the block.
The schedules for grounds maintenance need to be revised and you want to know when the grass etc is going to be cut	<p>The grounds maintenance schedule is visible via the Idverde website which can be found on our estates page. https://www.lbhf.gov.uk/housing/council-tenants/looking-after-your-estate-and-green-areas</p> <p>This details how many times you can expect grass and hedges, etc to be cut each year. It doesn't tell you the exact day that the teams will arrive on your estate as this may differ each time they visit.</p>

Trees should be pruned, and overhanging branches removed on a regular basis	We carry out tree works regularly and prioritise those which are required due to health and safety. Our Tree Officer is currently surveying all trees on housing land. We work to the guidelines of the tree policy and are as keen to see healthy trees retained as we are to ensure that all stock is in a safe condition.
36% of residents rated the cleaning on their estate or block as bad or very bad	We will discuss this with the Estate Services Working Group and focus on the main areas that residents think could bring about improvement to this statistic and to our caretaking service.
50% of residents rate the gardening on their estate or around their block as bad or very bad	We will discuss this with the Estate Services Working Group and focus on the most important factors which could improve the grounds service and our resident satisfaction scores.
63% of residents didn't know how to report an overgrown or dying tree	Residents can report this via their Housing Officer. The easiest way to report a tree is to go to our website www.lbhf.gov.uk/environment/trees and click on report a problem.
Waste & Recycling	
More recycling bins are needed as well as information on waste and recycling collection days	We're working with the Waste Action Team to make sure that blocks and estates have the right number of waste and recycling bins and that residents are consulted on any proposed changes.
It should be made easier to recycle	We agree! We're working with the Waste Action Team to install new purpose-built waste and recycling enclosures. These can already be seen on West Kensington & Gibbs Green Estate and are proving popular with residents. Recycling rates have increase now we've made it easier to recycle.
There should be clearer signs on recycling bins	Again, we're working with the Waste Action Team to make sure that there is enough signage for recycling areas. A big problem is contaminated recycling, so the signage now includes clearer information on what can and can't be recycled.
You want to know how to apply for extra recycling bins	You can contact recycling@lbhf.gov.uk to ask for a review of waste and recycling capacity where you live.

Some rubbish chutes are too small for current day causing blocked chutes.	We agree. When many of the blocks were built the amount of rubbish generated by each household was a lot less. It's not possible to make the chutes bigger because they are part of the fabric of the building. Residents can do their part in ensuring they do not put large items down the chute. We'll work with you to look at the effectiveness of chutes on a block by block basis.
Bulk waste should be removed more quickly	This is something the Estate Services Working Group is working on.
More signage prohibiting fly tipping is needed	There's a programme of CCTV installations across the borough currently taking place. CCTV footage can be used to try to catch fly tipping offenders in the act.
You want to stop builders and non-residents dumping waste including hazardous materials on estates	As above, we're forming strong links with the CCTV Team and will work with them to catch fly tipping offenders. If you see a fly tip taking place, please note down the date, time, and any vehicle details and we'll work to take actions.
Customer Service & Communication	
A single point of contact for reporting issues would be good	We're working on plans to introduce a housing customer call centre for residents to raise a wide range of housing-related issues. We'll work with you to make sure this new service covers the areas you regularly contact us about.
Signage to advise members of the public of CCTV needs to be reviewed	We've recently checked that where we have CCTV cameras in lifts, there is clear signage before someone gets in the lift that they'll be on camera. We'll work with the CCTV Team to check that signage is on estates where CCTV cameras have been installed and that this signage is in the right place.
Useful numbers should be put in notice boards	We're developing a useful numbers page that will include teams such as Housing Management, Garages, Parking, Estate Services, Repairs, and Resident Involvement. We'll aim to get this up in notice boards as soon as possible.
Contractors delivering housing services need to talk to each other and the council more effectively	We're working to make sure that contractors are regularly talking to each other to get things done. We recognise that this is an area that needs more of a focus over the coming months.

There needs to be more monitoring of the contractors	The recent news about the repairs service coming back under council control as a Direct Labour Organisation (DLO) will make sure there is closer supervision of the work that is being carried out across the borough.
Clarity of contractors – who does what? Bring back inhouse	The recent news about the repairs service coming back under council control as a Direct Labour Organisation (DLO) is an example of this. We'll provide details of which contractors do what roles on the Useful Numbers poster.
42% of residents rated the ability of Housing staff to deal with things they report as either bad or very bad	This is very disappointing for us. We'll help housing staff to get more time to deal with enquiries in more detail and get things right first time. When we've done estate satisfaction surveys and when we've asked this same question we've got a higher response.
CCTV	
How can TRAs request mobile CCTV?	The CCTV Team can be contacted at cctvinfo@lbhf.gov.uk .__Andy Stocker, CCTV Manager and Street Czar regularly attends TRA meetings.
How is the placement and number of cameras decided?	The placement of number of cameras is decided by looking at coverage for communal areas, walkways and spaces on an estate or as part of a block. Cameras are directed towards entrances and exits and never directly into people's homes.
81% of residents who don't currently have CCTV on their block or estate think it would make them feel safer if they did	There's a programme of CCTV installation taking place and we're consulting with residents on estates where CCTV has been proposed. The CCTV Team is happy to consider new suggestions for CCTV cameras.