

Your Local Offer for Neighbourhood and Community Services

Introduction

The Tenant Services Authority (TSA) regulates social housing providers in England. It requires landlords to involve tenants in developing 'local offers' for the delivery of certain services including neighbourhood and community services.

This leaflet explains how North Lincolnshire Homes will deliver this service to customers so that you know what to expect from the service. It also sets out the service standards that we must meet, explains how these are monitored and what happens if we don't meet the standards.

Keeping your neighbourhood clean and tidy

We will continue to work with North Lincolnshire Council, the Police and other landlords and stakeholders to keep your neighbourhood clean and safe. We inspect estates and communal areas regularly and will take prompt action to make sure that rubbish, graffiti and abandoned cars are removed promptly, and that damage caused by vandalism is repaired.

Our estate caretakers make sure that communal areas around blocks of flats are kept clean and tidy. We have recently reviewed this service and made a number of improvements such as forming area teams so that customers can get to know to know their caretakers better and setting up a dedicated team to respond to estate repairs more quickly. We are also due to set up a dedicated team to clean communal areas to improve the standard and frequency of cleaning.

Tenant responsibilities for looking after their homes and neighbourhoods are set out clearly in the tenancy agreement. Our housing officers make sure that tenants meet the requirements of their tenancy agreements and that they look after their homes and gardens. We also hold an annual garden competition to encourage tenants to maintain their gardens to a high standard.

We will develop a strategy for neighbourhood management before March 2011 in consultation with tenants and other stakeholders.

Improving your neighbourhood

As part of our stock transfer promises, we said that we would carry out some priority improvements to neighbourhoods. Where needed, we promised to:

- Close 'rat runs'
- Fencing
- Improved parking provision
- Improvements to the environment and landscape

We have set up Environmental Panels involving residents and partner agencies to prioritise improvements in each area and have completed work in a number of areas already. We aim to complete the programme of neighbourhood improvements by 2012. Members of the Environmental Panels helped us put together a guide to neighbourhood improvements to let tenants know about the criteria used to decide the scope of work that is carried out. Our

contractor, Bullocks, contact tenants to discuss the work being carried out in their area before it starts and provide each tenant with a handbook packed with useful information about the work and contact details for the Bullock and NLH teams involved.

Dealing with Anti-social behaviour, harassment and hate incidents

We will continue to work closely with the Council, the Safer Neighbourhood Partnership and the Multi-agency Public Protection Panel to prevent and tackle anti-social behaviour. We have a clear Anti-social Behaviour Strategy that was developed in consultation with service users, front line staff and partner agencies. We have specific policies for dealing with reports of anti-social behaviour, harassment and hate incidents including set timescales for responding to different types of incidents.

We are committed to preventing anti-social behaviour and will invest £50,000 each year in community development, diversionary activities and prevention initiatives.

You can report anti-social behaviour problems by visiting our Customer Centre, by telephoning us or through our website. We will provide a named officer to deal with your case, agree an individual action plan with you to resolve the problem and keep you informed of progress throughout the investigation. We use a variety of options to resolve the problem including visits, warning letters, mediation, tenancy support and acceptable behaviour contracts. More serious cases are dealt with by our dedicated Anti-social Behaviour Team who may take legal action including Demotion Orders, Injunctions and Eviction Orders. We also provide support to witnesses during and after the investigation into their case. Further information, including definitions of anti-social behaviour, harassment and hate incidents can be found in our policy documents and leaflets.

We have carried out a self assessment against the Respect Standard for Housing Management to identify action we can take to improve our anti-social behaviour service. The Executive Management Team is making sure that the agreed actions are completed and we also plan to carry out a comprehensive review of the Tenancy Management and Anti-social Behaviour Service in 2010/11.

How residents have been involved in developing the service.

A wide range of residents and stakeholders have been involved in developing neighbourhood and community services including setting the service standards that we work to. Delegates at the tenant conference gave feedback on how well they thought that NLH performed against the TSA's regulatory requirements and suggested ways of improving the service. A focus group of residents helped to develop the ASB strategy and policy and resident representatives were involved in a recent review of caretaking services. We have also looked at information gathered through satisfaction surveys, complaints and other feedback, and consulted with tenant groups including Community Voice.

Service Standards – we will:

- Inspect each estate at least twice a year and invite residents to take part
- Provide a named officer to deal with each report of anti-social behaviour, harassment or hate incidents
- Respond to reports of racial and other harassment and hate incidents within 24 hours
- Acknowledge reports of anti-social behaviour and start an investigation within 5 days
- Repair damage or vandalism resulting from harassment that affects the safety or security of a dwelling within 24 hours

- Repair other types of damage or vandalism resulting from harassment within 7 days
- Contact customers that have reported an ASB problem at least once a month to keep them informed of progress and give support

How the service standards are monitored, reported on and scrutinised by tenants

We monitor our progress in meeting the service standards by checking our records of estate inspections and anti-social behaviour reports. We also ask our Tenant Inspectors to carry out reality checks and mystery shopping, and look complaints and feedback we receive from customers.

Every 3 months we publish a newsletter that tells you how we are performing against each service standard. We also provide reports to the Board, the Resident Scrutiny Panel and Community Voice. These reports are published on our website and printed copies are available on request.

The Resident Scrutiny Panel can decide to carry out an investigation into any service area and will provide their findings and recommendations directly to the Board.

What happens if the standards are not met?

If we do not meet our service standards, the Board will make sure that an action plan is implemented to improve performance and will closely oversee progress. If you think that we have not met our service standards in your case, please tell us so we can put things right.

How the service will be reviewed in future

We will carry out a comprehensive review of our Anti-social behaviour service by March 2011. The findings from the review may change the way in which we provide the service. You could be involved in the review by filling in a survey, attending a focus group or giving your views about draft documents. Please contact us if you would like to find out more.

Jargon buster/key terms

Tenant Services Authority	The organisation that regulates social housing providers in England on behalf of the Government
Local Offer	An explanation of the service that customers can expect to receive
Service Standard	A measurable target that the service must meet
ASB	Anti-social behaviour e.g. aggressive behaviour, violence, vandalism, littering, noise nuisance
Respect Standard for Housing Management	A Government document that sets out actions and initiatives to effectively prevent and tackle anti-social behaviour

Further information

You can find further information about this service by contacting us, looking on our website or reading the following leaflets:

- Your neighbourhood
- Pets

- Anti-social behaviour
- Dealing with harassment

Contact information

North Lincolnshire Homes Limited

Meridian House, Normanby Road, Scunthorpe, North Lincolnshire, DN15 8QZ

Customer Centre

15 – 19 Cole Street, Scunthorpe, North Lincolnshire, DN15 6QY

Opening hours: Monday, Tuesday and Thursday – 9.00 a.m. to 5.00 p.m., Wednesday – 10.00 a.m. to 5.00 p.m., Friday 9.00 a.m. to 4.30 p.m. and Saturday 9.00 a.m. to 12.30 p.m.

Contact Centre

Telephone 01724 279900

Freephone 0800 0326363

Opening hours Monday to Friday - 8.00 a.m. to 6.00 p.m.

Or call into to one of our Housing Advice Sessions:

Barton Local Link: every Monday (09.30am to 12.00pm, 1.00pm to 4.00pm)

Winterton Local Link: every Tuesday (2.00pm to 5.00pm)

Epworth Local Link: every Wednesday (09.30am to 12.30pm) and Friday (2.00pm to 4.00pm)

Crowle Local Link: every Wednesday (2.00pm to 3.30pm) and Friday (09.30am to 12.30pm)

Brigg Local Link: every Thursday (09.30am to 12.00pm, 1.00pm to 4.00pm)