

# Appendix 1 Great Estates Guarantee and Commitments

## The guarantee

Southwark Council guarantees that we will listen to and respond to our residents and work effectively together to make our estates clean, safe and cared for.

July 2021

# Council commitments

This component lists council commitments which are: currently funded and delivered; deliverable without significant increase in resources, or where there is an existing clear commitment to introduce a service. The set of commitments will be reviewed on a regular basis.

## Cared for:

Cared for estates
We will ensure every estate has dedicated staff who work with residents to make it a great place to live. Every estate will have:
A named Residents Services Officer (RSO) with their contact details and photos clearly displayed on estate noticeboards and online
Access to support and funding to set up and run a Tenants & Residents Association (TRA)
Monthly inspections of communal areas with residents invited to take part
The results of monthly inspections of communal repairs, are updated and made available to residents the following month
Well-presented signage and branding so people can identify the estate and find their way around
Comprehensive and tested engagement protocols in place that ensure residents remain at the heart of our investment and improvement projects. Members of the resident project team will continue to be actively engaged in this process where they add best value

Cared for homes and buildings
We will work with residents to ensure all of our blocks and homes are in good condition. We will invest in ensuring:
Homes meet the decent homes standard, so they are warm dry and safe
Kitchens and bathrooms are in good condition, generally kitchens are less than 20 years old and bathrooms less than 30 years old
Heating and hot water is affordable and increasingly low carbon
Repairs are easy to arrange and done right first time
Lifts work and are serviced regularly
Communal areas are maintained as necessary
External fixtures (including pipes and cables) are fitted with care, in keeping with the block and are not overly cluttered
Details of proposed major works schemes coming into the programme are available online for all residents to see

### Cared for gardens

We will work with residents to ensure green spaces on our estates are well maintained and to get the best out of them for the community. We will:

Cut lawns regularly

Maintain rose and shrub beds and hedge bases

Remove unwanted weeds

Support residents to set up and run community gardening projects on their estate

Explore how we can use more of our estate land for allotments and other growing opportunities

### Caring communities

We will work with residents to help build strong local communities on our estates and to support residents with particular needs. We will:

Fund activities that bring the community together and assist with publicising community initiatives. TRAs and TMOs can apply for the new Getting Involved Grants available for services and activities on council estates or council street properties, for the benefit of tenants and residents

Visit all tenants in their home in line with the visiting programme and maintain regular contact with those who need more support

Call on residents promptly when there is cause for concern about their wellbeing

Support residents who need aids and adaptations to their home (such as ramps and lever taps) to get them fitted

Proactively support residents who are hoarding

Ensure our staff and contractors are friendly, considerate and respectful

## Clean:

### Clean blocks

We will work with residents to keep our estate clean. All of our blocks will have:

Daily (7 days per week) cleaning of internal communal areas (stairs spot cleaned) and lifts

Twice weekly mopping of internal communal areas

Weekly sweeping of external balconies

Monthly cleansing of internal fixtures and fittings, entry doors and canopies

Twice yearly cleaning of internal communal windows, walls and ceilings and polishing of vinyl floors

Cleaning schedules displayed on noticeboards and available online

### Clean estates

We will work with residents to keep our estates clear of waste and fly tipping. We will:

Keep refuse rooms, bin chambers and trailer bays clean, with daily tidying and sweeping and quarterly cleansing

Inspect refuse chutes daily and rapid response to blockages

Tidy recycling banks daily

Sweep and litter pick of hard surfaces and soft landscape areas daily

Cleanse dog fouling from external hard surfaces daily

Empty litter and dog bins so they never overflow and wash litter bins every year

Replace damaged litter bins and paladins quickly

Remove broken glass daily

Remove clinical waste and animal carcass rapidly

Develop more approaches to improved waste management using the learnings from the Estate Improvement Pilots

### Clear from fly posting, estate agent boards and graffiti

We will keep our estates clear of fly tipping, graffiti. We will:

Remove fly tipping quickly

Provide a rapid response to remove graffiti

Remove abandoned vehicles

Use planning enforcement powers to remove estate agents boards

### Clear from pests

We will work with residents to remove pests from our blocks by:

Providing a free pest control call out service for all council tenants, and a low cost service for all other residents, with a discount for those in receipt of benefits

Undertaking free whole block treatment for tenants where there is a block wide problem, leaseholders will meet the cost through their service charge.

## Safe:

### Safer from fire

We will work with residents and the fire and rescue service to help keep you safe from fire.

We will:

Undertake regular Fire Risk Assessments of every block and publish them online for all blocks of seven storeys and more and available on request for all shorter blocks

Fit automatic fire detection in every tenanted home and offered it to every leaseholder free of charge

Install clear fire safety signs in every block

Provide free advice to our residents to help you keep your home safe from fire

### Safer from crime and anti social behaviour

We will work with residents to prevent and tackle anti social behaviour and crime on estates. We will:

Ensure all communal spaces and entrances are well lit and clear of obstructions

Install safe places to park bikes and mopeds

Take action against residents causing anti social issues

Provide a noise nuisance team to investigate complaints about neighbourhood noise and nuisance; including loud music, barking dogs and DIY.

Take action against residents who let out homes in our blocks through Airbnb style short term lets

### Safer from other hazards

We will ensure any repairs that are a danger to your health and safety are undertaken quickly, with these repairs made safe within:

4 hours if they are heating, estate lighting, door entry systems, or any other emergency repair

# Resident Opportunities

Listed below are the opportunities provided to residents so they can take an active role in looking after their estates.

## Cared for

What residents can choose to do	The reasons why
<b>Cared for estates and buildings</b>	
Contribute/volunteer to attend regular estate inspections	You are best placed to know what is needed on your estate and your contributions with inspections will help us to achieve higher standards than we do currently
Set up and contribute to resident involvement structures such as tenant and resident associations.	Becoming involved with resident structures can provide you with a voice in the day to day management of your estate, enabling you to hold resident led community events, initiatives, estate days etc.
<b>Cared for gardens</b>	
Volunteering, where appropriate, to garden estates, using tools supplied by the council if required	Helps to encourage healthy activity by working with a community gardening coordinator on sustainable gardening projects
Development of Community gardens, herb gardens etc. working with voluntary groups, resident groups etc.	Can lead to healthy activity and reduce isolation by providing opportunities to get to know your neighbours and local community

## Safe

What residents can choose to do	The reasons why
<b>Safer from crime and anti-social behaviour</b>	
Create neighbourhood watch schemes and challenge anti-social behaviour where it is safe to do so (reporting to parents etc.)	Your actions can help us to keep you safe