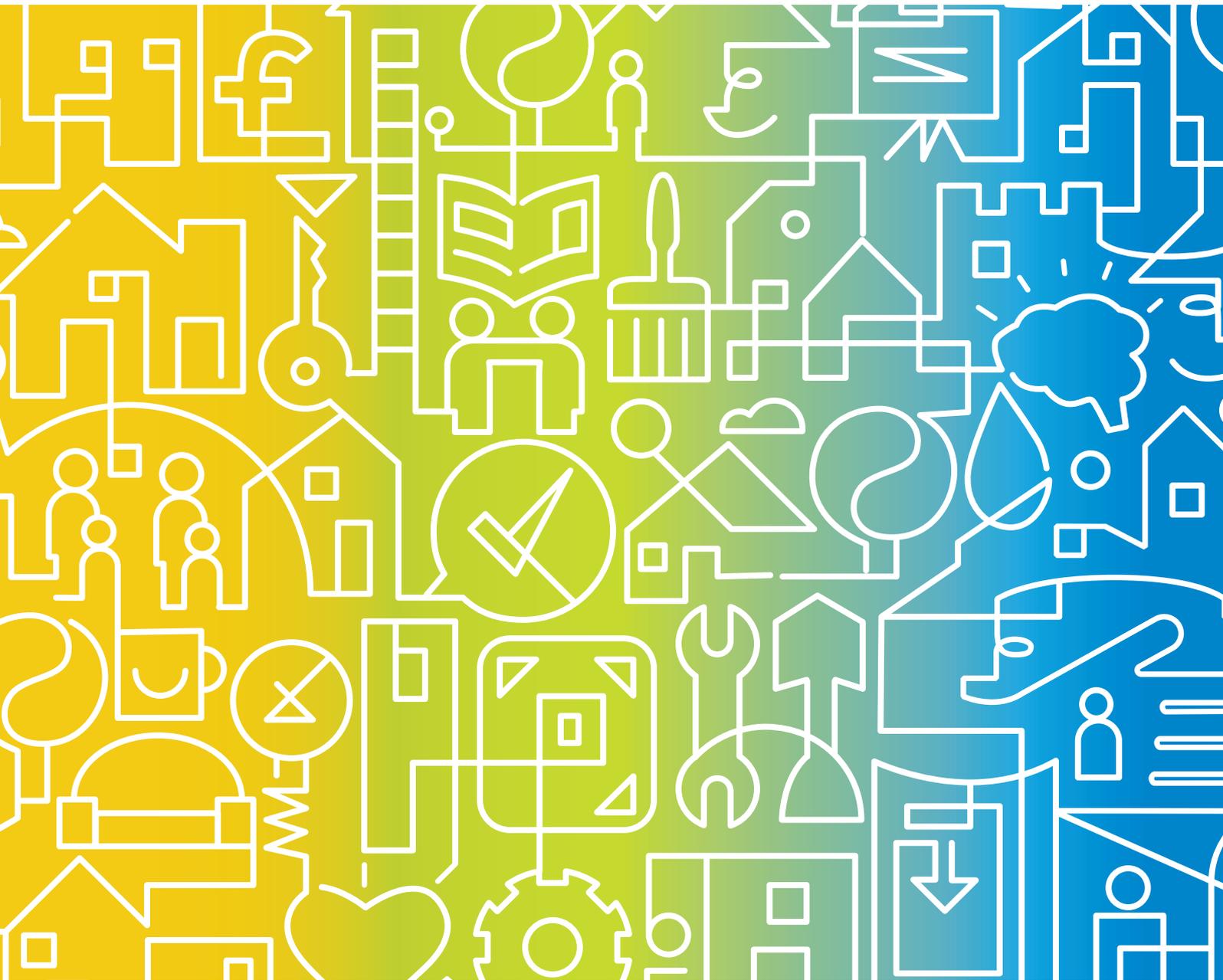


Connect Commitments: Well-managed Estates



Introduction



The Connect Commitments are our agreed service standards. The Regulator for Social Housing requires that we have 'local offers' for our residents.

These commitments comprise our local offers (agreed with residents) that outline our promises in terms of the service you can expect to receive in eight areas.

The Commitments are created by our Service Improvement Forum (SIF), which is made up of Connect Residents Federation (CRF) members, residents, staff and Board members. The group meet four times a year and hold Connect accountable for the delivery of the commitments. They also produce our Annual Residents Report.

How will you know if connect keeps these standards?

If you live in a Connect property/ scheme and have had any of the following services from us, you will know if it meets the following standards or not.

 **All standards that are marked with a gold star are measured and monitored.**

We will report performance against this standard every year to tenants. In addition, a tenant group will look at the results in much more detail.

If these standards are not met, you can:

-  Let us know so we can put it right as soon as possible.
-  Make a formal complaint (see leaflet "How to Make a Complaint").
-  Make your concerns known to the Connect Residents Federation (CRF) committee. Where these concerns are not addressed satisfactorily, the CRF Chair will share the issues with the Chief Executive.

Connect Commitments: Well-Managed Estates



We will work with you to make sure that the area you live in is a well-maintained and safe place to live.

How Will We Do This?

-  We will inspect estates and larger blocks of flats at least once a year, or more frequently if we consider there are matters of on-going concern.
 -  We will work with residents who volunteer to inspect estates (either with us or independently) and make sure that your views are included in any action plans that we develop. This may include meeting with you to discuss any concerns you have raised. We will give feedback to tenant volunteers about any actions arising from their completed checklists.
 -  A team of tenant volunteers will carry out audit inspections of a couple of estates each year. Their findings will be reported to the CRF and staff to inform future service planning and investment.
 -  We will report progress on actions to put problems right to the Connect Residents Federation (CRF).
- We will inspect estates using the **"Well-Managed Estate Checklist and Guide"** that was developed by tenants. The standard says that on a well-managed estate you can expect to see:
-  Nicely-built and presented properties with gardens that are well looked after.
 -  Tidy and clean public areas with no graffiti and no dog fouling.
 -  Well-maintained communal green spaces and trees.
 -  Roads and pavements that are in good repair, with clear signage to show road names and house numbers.
 -  Good fencing, lighting and other security measures.
 -  Adequate parking and no untaxed or abandoned vehicles.
 -  Friendly neighbours who are helpful but respect your privacy and residents who take responsibility for the area that they live in.



