



SERVING THE  
COMMUNITY

# Estate Agreement

2008 - 2009

13th Edition



between

**Lower Kingshill Management  
Co-operative Limited**

and

**STROUD DISTRICT COUNCIL**



agreement



**STROUD  
DISTRICT  
COUNCIL**  
[www.stroud.gov.uk](http://www.stroud.gov.uk)







## The Estate Office

LKMC's office is at 49 St Georges Road, Dursley. The office is leased to LKMC by SDC. LKMC pay for the office from a grant issued by SDC. The office contains the necessary furniture and equipment to both provide for the operations of LKMC and as somewhere tenants and residents can use for advice and assistance.

LKMC will open the office at the following times:

Monday	9.00am - 12.00noon
Tuesday	6.30pm - 8.00pm
Thursday	2.00pm - 5.00pm

You can telephone or fax the office on **(01453) 548137** or by mobile phone **07519 426653** when the office is closed during the working day.

The aim is to increase these opening hours. This will depend on the demand for the service and the number of volunteers prepared to be trained and to run the office.

### *The simple message is 'use it or lose it'.*

LKMC is connected to the internet and each board member has an email address in the following form: first name.last name@lkmc.co.uk

A website has been developed which gives details of the group and the estate agreement. The website address is <http://www.lkmc.co.uk>

To email the office, use the following address [office@lkmc.co.uk](mailto:office@lkmc.co.uk)

You can also order your repairs through the website if you wish to.

## The Agreement

This Agreement dated the 1st October 2008 is between LKMC and SDC.

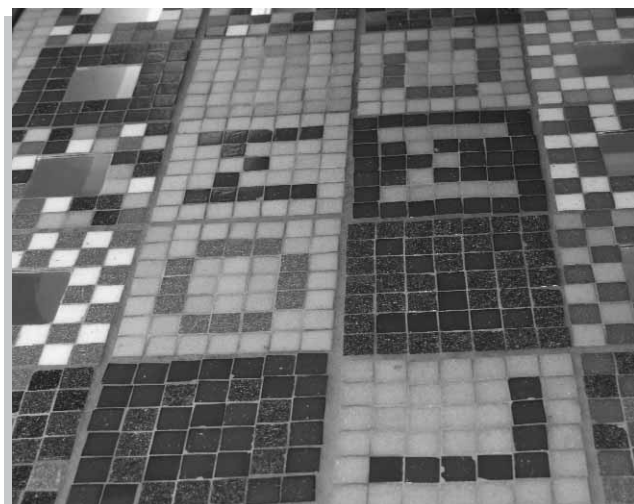
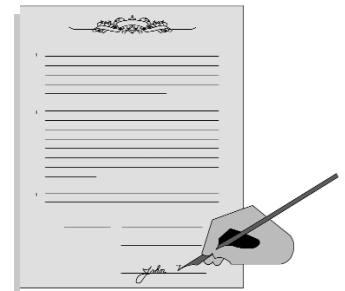
Its purpose is . . .

- to improve the Estate
- to identify the aims of LKMC in each service area
- to outline the current levels of service
- to outline the proposals in respect of such services
- to identify the things to be done by LKMC and SDC

thereby providing the best possible level of service and maintenance with the money available.

This Agreement should be read in conjunction with the Tenants' Handbook and the documents referred to in Section 7 of this Agreement (copies of all these documents can be read at the Estate Office and Ebley Mill).

This Agreement will operate from 1st October 2008 to 30th September 2009.





This Agreement is a statement of intention on the part of LKMC and SDC and is not a legally binding document. The extent of the Agreement is identified in . . .

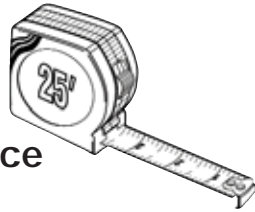
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The parties to the Agreement are represented by the following . . .

<b>On behalf of Lower Kingshill Management Co-operative Limited</b>		
<b>Chairperson</b>		
Name	Pauline Buchanan	Signature <u>P. Buchanan</u>
<b>Secretary</b>		
Name	Melanie Jane Carver	Signature <u></u>
<b>On behalf of Stroud District Council</b>		
Name	Colin Spencer Head of Legal Services	Signature <u></u>



# Section 1



## Responsive Maintenance (day to day repairs)

### Aim:

LKMC wants to continue to offer an enhanced repairs service. LKMC do this by giving you, the tenant, the chance to report your repairs direct to the Estate Office. All repairs will then be passed through to SDC on your behalf. LKMC pre and post inspects most, if not all, of the repairs you bring to our attention (with the exception of emergency repairs). Where a property is void (empty and unlet), LKMC will know what repairs have been ordered to the property.

**Note:** You do not have to use LKMC but it is hoped that the additional service will help LKMC to closely monitor the quality of the work done. All tenants can contact SDC to report repairs. *Full details are found in Section 4 of your Tenants' Handbook.*

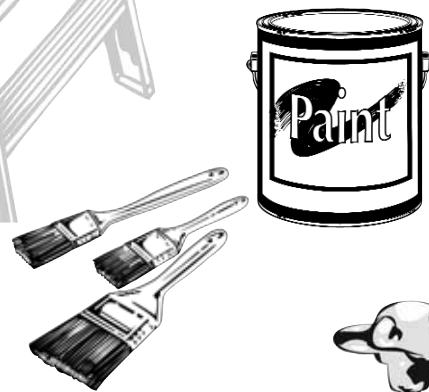
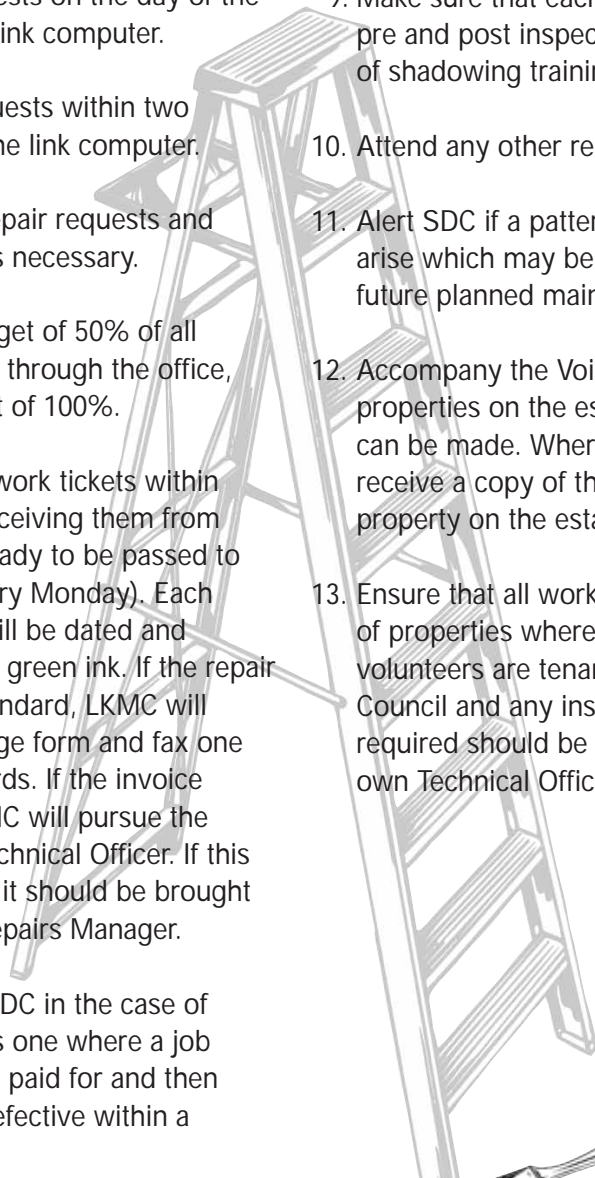
### SDC agrees to . . .

1. Receive all faxed repair requests from LKMC and place the order with the contractor, immediately for emergency repairs and within one working day for urgent and general repairs which have been pre-inspected by LKMC. Two working days will apply to all other repairs. Send out all acknowledgement slips.
2. Arrange for the Technical Officer to pre-inspect all works of a value of £250+.
3. Arrange for the Technical Officer to carry out a random 10% survey of all works orders.
4. Make a budget allocation of £19,000 for the financial year 2007/2008.
5. Keep financial and statistical records of all the repairs ordered through LKMC.
6. Deliver by hand, all work tickets which LKMC has ordered, which have been completed and invoiced by the contractor.
7. Arrange for the Technical Officer to visit LKMC at the Estate Office on Monday morning of each week, to provide support and advice and to collect details of jobs which have been post inspected by LKMC.
8. Arrange payment to the contractor.
9. Provide at least 18 hours of shadowing training for each trainee LKMC Inspector with a Technical Officer, as required. The Technical Officer to provide feedback to LKMC's Repairs Manager on the Volunteers progress.
10. Provide an additional four evening training sessions on particular technical issues (eg - condensation) as required at a mutually agreed time and date.
11. Provide any information necessary to assist LKMC in this process (eg - schedule of rates, tenants' choice requirements, future planned maintenance contracts).
12. Continue to provide a repairs service direct to those tenants who prefer to continue to report repairs direct to the Council.
13. Arrange for the Voids Officer to tell LKMC when there are void properties on the estate and to arrange a time for a joint inspection to be made.
14. Send LKMC a copy of the jobs ordered to a void property on the estate within 48 hours, where a joint visit is not possible.
15. Include LKMC Inspectors in any internal training sessions arranged for the Technical Officers.
16. Advise LKMC when any works orders are cancelled as a result of a Right to Buy application and to notify the tenants concerned.



**LKMC agrees to . . .**

1. Raise emergency repair requests immediately by using the link computer.
2. Raise urgent repair requests on the day of the preinspection using the link computer.
3. Raise general repair requests within two working days by using the link computer.
4. Pre-inspect all general repair requests and urgent repair requests as necessary.
5. Post inspect an initial target of 50% of all repairs requests ordered through the office, working towards a target of 100%.
6. Post inspect completed work tickets within three working days of receiving them from SDC, (so that they are ready to be passed to the Technical Officer every Monday). Each completed work ticket will be dated and stamped 'INSPECTED' in green ink. If the repair is not to the required standard, LKMC will complete a reject/recharge form and fax one copy to SDC for its records. If the invoice details are incorrect LKMC will pursue the matter direct with the Technical Officer. If this cannot be resolved then it should be brought to the attention of the Repairs Manager.
7. Clearly mark the fax to SDC in the case of recall jobs. A recall job is one where a job has been completed and paid for and then the work proves to be defective within a certain timescale.
8. Keep records of all repairs reported to LKMC and of the pre and post inspections made.
9. Make sure that each volunteer who undertakes pre and post inspections, has at least 18 hours of shadowing training with a Technical Officer.
10. Attend any other relevant training.
11. Alert SDC if a pattern of similar repair requests arise which may be better addressed by a future planned maintenance contract.
12. Accompany the Voids Officer on visits to void properties on the estate so joint inspections can be made. Where this is not possible to receive a copy of the jobs ordered to a void property on the estate within 48 hours.
13. Ensure that all works requested in respect of properties where LKMC Officers and volunteers are tenants are ordered via the Council and any inspections which maybe required should be undertaken by the Council's own Technical Officer.





## Section 2

### Housing Management

**Aim:**

LKMC want to encourage all tenants living on the estate to use the estate office.

**SDC agrees to . . .**

1. Make the Housing Officer available at the Estate Office every Monday morning between 10.00am and 12.00noon and Thursday 3.00pm and 5.00pm (if required) to . . .
  - provide support and advice
  - handover the keys and tenancy agreement to new tenants
  - see other tenants who make an appointment, as requested
2. Allow LKMC to undertake estate inspections on the Housing Officer's behalf, and receive reports once a month (during the last week of each month). The Housing Officer will follow up any issues arising from these reports.
3. Provide information leaflets for LKMC to have at the Estate Office (eg - transfer forms, housing application forms, housing benefit forms).
4. Provide a copy of the exchange register and a monthly update for reference.
5. Allow LKMC volunteers to 'sit in' on any tenancy agreement sign-ups with the new tenant's permission and introduce LKMC members. If the sign up is at the Dursley Shop, the Housing Officer will give out a LKMC Welcome Pack and also notify LKMC of the new tenancy.
6. The Housing Officer liaising with LKMC on an ongoing basis, to book appointments (eg - for new tenancy signings).

7. To receive keys from tenants ending their tenancy.
8. Allow LKMC to accompany prospective tenants to view empty properties as required.

**LKMC agrees to . . .**

1. Provide new tenants on the estate with a welcome pack when a sign up is done at estate office and explain about the role of LKMC. Keep a record of each tenant seen.
2. Make appointments for the Housing Officer's weekly surgery at the Estate Office and to give the Housing Officer 24 hours notice (if possible) of which appointments are made and the nature of the enquiries. LKMC will keep a record of the number of appointments made.
3. Undertake monthly estate inspections and report any problems to the relevant section. Keep copies of all action taken.
4. Give the Housing Officer a copy of the estate inspection reports every month, with any action taken, indicated.
5. Refer any complaints made by tenants and residents to the relevant sections of the Council and indicate what action has been taken.
6. Keep a stock of helpful information leaflets in the office and a housing exchange register.
7. Agree to accompany prospective tenants to view empty properties as required.





## Section 3

### Grounds Maintenance and Communal Cleaning of Blocks of Flats

**Aim:**

To continue to ensure that the common areas on the Estate, for example grassed areas, play areas, car parks, SDC footpaths, and communal hallways are kept in a tidy condition. The following is an outline for each service area of how this is achieved with identified action which both SDC and LKMC have agreed to do.

### Grounds Maintenance

#### 1. Grass Cutting

**Now:**

The contractor currently cuts the grass in your area on an approximate fortnightly cycle in the growing season after picking up any incidental litter on the site. The Environmental Contracts Officer randomly inspects the area to monitor the contractor's performance.

**SDC agrees to . . .**

1. Ask the contractor to give LKMC (ideally 24 hours) notice of when he/she intends to pick up the litter and mow the grass on the estate.
2. Randomly post-inspect the litter picking and grass-cutting performance to ensure it meets the standard set in the contract.
3. To respond to LKMC referrals when a problem exists, and to carry out additional inspections if requested according to the circumstances.
4. Allow LKMC to carry out observation inspections on its behalf on the understanding that occasional random checks will still be made by the Environmental Contracts Officer.

**LKMC agrees to . . .**

1. Inspect the litter picking and grass-cutting within 24 hours of it being carried out (if notified).
2. Notify the Environmental Contracts Officer of any failings in the service within 24 hours of the inspection.
3. Monitor how complaints have been dealt with.
4. Give details of its inspections and referrals to the Principal Tenant Participation Officer.



#### 2. Play Areas

**Now:**

A qualified contractor inspects play areas on a weekly basis for repairs, safety and cleanliness and orders appropriate work.

**SDC agrees to . . .**

1. Where possible for the contractor to meet a volunteer from LKMC on site at least once each month to carry out the play area inspections.
2. Investigate defects reported by LKMC.



**LKMC agrees to . . .**

1. Carry out where possible at least one joint inspection with the contractor each month.
2. Report any defects/work required to the Environmental Contracts Officer.
3. Provide details of inspections carried out to the Principal Tenant Participation Officer.



### 3. Tree Surgery

**Now:**

Trees are currently inspected by the Estates Officer on general inspections of the area.

**SDC agrees to . . .**

1. Continue the area inspection of trees, and order necessary work.
2. Accept referrals from LKMC of any work it considers necessary which the Estates Officer will investigate.

**LKMC agrees to . . .**

1. Monitor the condition of trees, shrubs and hedges as part of a monthly walk around the area.
2. Refer any problems identified to the Estates Officer within 24 hours of being identified.

### 4. Cleaning/spraying of car parks/SDC footpaths

**Now . . .**

Work carried out by contractor to set specification monitored by the SDC's Environmental Contracts Division. This involves the sweeping of car parks twice a year and also weed control.

**SDC agrees to . . .**

1. Continue monitoring the contractor's performance.
2. Give LKMC notice of when weed spraying and sweeping will be carried out.
3. Act on referrals about service failings from LKMC.

**LKMC agrees to . . .**

1. Carry out a monthly inspection of the car parks and footpaths, in its area.
2. Report to the relevant section any problems found.
3. Supply a monthly reporting form to Estates Officer and Principal Tenant Participation Officer noting what action taken (if any) for each item.

### Communal Cleaning

#### 1. Building Cleaning in Flats



**Now:**

This service is introduced into a block of flats, in return for a weekly service charge. The cleaning of the common areas in flats is carried out by the Council's contractor to a set specification. The standard of work is monitored by a series of unannounced visits by the Estates Officer. (At least once a fortnight).

**SDC agrees to . . .**

1. Give LKMC a copy of the cleaning schedule (see Section 7.6).
2. LKMC carrying out inspections to check the standard of work is satisfactory.
3. The Estates Officer issuing any site correction notices as appropriate in response to LKMC inspections and to make referrals to the Contracts Officer for LKMC. For monitoring purposes the Estates Officer will keep records showing which notices were issued as a result of LKMC referral, and let LKMC have this information.
4. Liaise with LKMC before making monthly payments to the contractor.
5. Accept suggestions from LKMC about blocks of flats where the cleaning service should be introduced after required warnings given.
6. Negotiate an agreement with LKMC over future services which may be provided.



**LKMC agrees to . . .**

1. Inspect the standard of cleaning in flats every week within 24 hours of it being carried out
2. Keep records of inspections undertaken.
3. Report any problems to the Estates Officer.
4. Assist the Estates Officer when possible in the introduction of the cleaning service to new blocks of flats.
5. Negotiate agreements with SDC over services which may be provided in the future.

**SDC agrees to . . .**

1. Continue to respond to any individual complaint within three days of receiving it. In the case of stray dog complaints a response will be made as soon as possible. The Animal Welfare Officer will also respond to any complaints received from LKMC within the same timescales.
2. Supply educational leaflets as requested for use by LKMC.
3. Visit the Estate Office for meetings if requested to by LKMC, (providing reasonable notice is given) to discuss dog related issues.
4. Consult LKMC about the positioning of dog waste bins on its estate.

## Section 4

### The Animal Welfare Service

**Aim:**

To encourage responsible dog ownership on the Estate and to cut down on dog fouling and stray dogs.

**Now:**

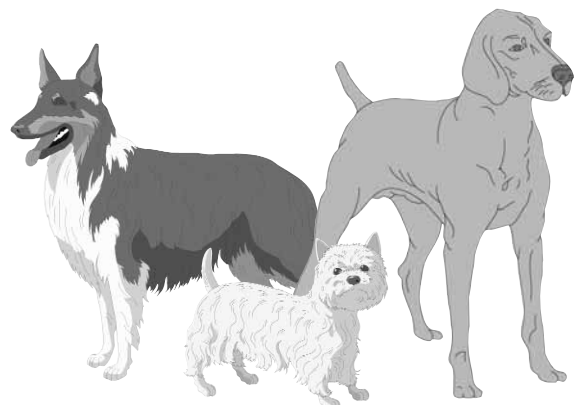
The Animal Welfare Officer will respond to any dog related complaint (which includes roaming, fouling, noise and welfare issues) within three days of receiving it. In the case of stray dog complaints these will be responded to as soon as possible. The Animal Welfare Officer will refer issues to related agencies if necessary.

**LKMC agrees to . . .**

1. Notify the Animal Welfare Officer immediately if a dog is roaming on the estate with a detailed description of the dog and where it was seen.
2. Pass on other dog related complaints received at the Estate Office to the Animal Welfare Officer as soon as possible after receiving them. (Leaving a message for the Animal Welfare Officer at Ebley Mill, is acceptable). LKMC should be aware that as many details are required as possible, including the name and address of the person making the complaint. Complaints will be treated as confidential if requested.
3. Actively promote responsible dog ownership by monitoring the problem on the estate and writing articles for LKMC's newsletter.



**Dog Warden, Natasha Anderson**





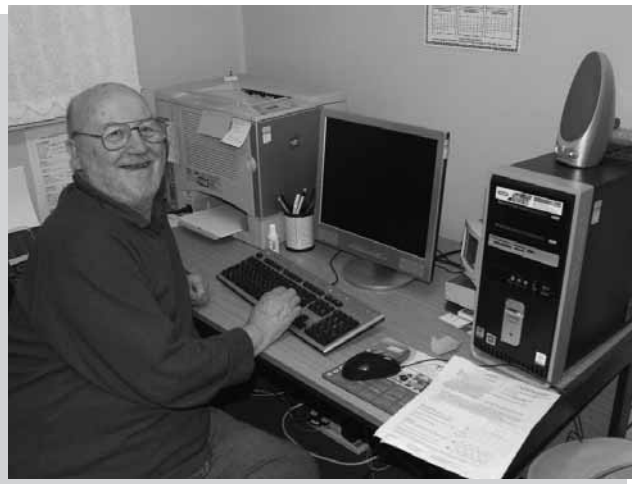
# Section 5

## Service Monitoring

To show the effect of this agreement each service area will be monitored on a monthly basis by the Principal Tenant Participation Officer.

A quarterly review meeting will be held between Council officers and LKMC to discuss the service provided and make any minor amendments to the agreement which may be found to be necessary.

Monitoring information will be provided on the following areas . . .



### 1. The Estate Office

LKMC agrees to inform the Tenant Services Manager (each month) . . .

- | The number of days the office is open
- | The number of people using the office and the reasons for their visit.

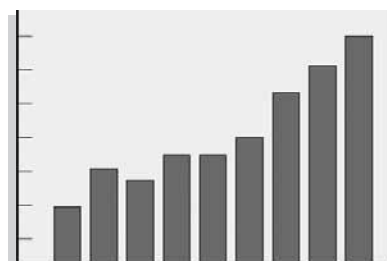
### 2. Repairs Monitoring

LKMC agrees to inform the Principal Tenant Participation Officer (each month) . . .

- | The number of repairs ordered at the Estate Office
- | Of these repairs LKMC will indicate which were emergency, urgent and general, and the percentage of these orders which were passed to SDC within the agreed timescales
- | Details of the number and percentage of urgent and general repairs which LKMC pre and post inspected will be given to the Principal Tenant Participation Officer and of those post-inspected the number of jobs which were not satisfactory will be noted
- | The number of volunteers who received repairs training (through shadowing and specific courses)
- | Any planned maintenance referrals
- | Number of joint void inspections made
- | Number of accompanied viewings carried out
- | The number of times the Repairs Officer visited the Estate Office

SDC agrees to inform the Principal Tenant Participation Officer (each month) . . .

- | The amount and type of training given to LKMC.
- | In the longer term the Estates Manager will compare jobs ordered by LKMC and by the Repairs Officer to find out whether extra work has been ordered and the cost implications





### 3. Grounds Maintenance and Communal Cleaning Monitoring

LKMC agrees to inform the Principal Tenant Participation Officer (each month) details of . . .

- | Grass cutting to include:
  - ★ Number of individual inspections made by LKMC
  - ★ Number of referrals made LKMC to SDC
- | Play areas including:
  - ★ Number of inspections made
  - ★ Number of referrals reported
- | Tree Surgery to include:
  - ★ Number of referrals made to SDC
- | Car Parks/footpaths to include:-
  - ★ Number of inspections made
  - ★ Number of referrals reported
- | Communal Area Cleaning in flats to include:
  - ★ Number of individual inspections made by LKMC
  - ★ Number of referrals made by LKMC to SDC

SDC agrees to inform the Principal Tenant Participation Officer (each month) of . . .

- | Number of site correction notices/default notices made as a result of a complaint by LKMC (for grass cutting, and communal area cleaning in flats)
- | Number of blocks where the cleaning service has been introduced as a result of a request by LKMC

### 4. Housing Management Monitoring

LKMC agrees to inform the Principal Tenant Participation Officer (each month) of . . .

- | The number of appointments made at the Estate Office with the Estates Officer
  - ★ Sign ups of new tenancies
  - ★ Other
- | Number of estate inspections made
- | Number of referrals made by LKMC to SDC



### 5. Animal Welfare Service

LKMC agrees to inform the Principal Tenant Participation Officer (each month) of . . .

- | Number of dog related complaints reported to the Animal Welfare Officer by LKMC

### 6. Complaints/Appeals

LKMC agrees to inform the Principal Tenant Participation Officer (each month) . . .

- | The number of complaints made by residents about a) LKMC, b) SDC identifying:
  - ★ What they were about
  - ★ What action was taken
- | The number of appeals made against LKMC decisions, identifying:
  - ★ What they were about
  - ★ What action was taken



## Section 6

### Complaints and Appeals Procedure

#### **Aim:**

To have a clear procedure for when things go wrong or decisions are made which are not accepted by all the parties.

#### **Now:**

SDC aims to acknowledge or answer all written complaints addressed to the Strategic Director within 10 working days of receiving them. If the answer is not felt to be satisfactory residents can write to the SDC's Chief Executive or as a last resort to the Local Government Ombusman. (refer to pages 5-7 of the Tenants' Handbook for further details). LKMC accepts written complaints addressed to the Chair of the Board which are investigated by the Board or the appropriate sub-committee and discussed at its monthly meeting. A written response should be given within 28 days of the complaint being received. This decision can be appealed within 28 days of notification to the LKMC Board, who will give a written response within 10 days of this appeal being made. This decision can be appealed to SDC using the procedure outlined above.



#### **SDC agrees to . . .**

1. Continue to investigate individual complaints according to the procedure detailed above.
2. To accept written referrals from LKMC, and respond within 10 working days to the complainant concerned, sending LKMC acknowledgement when this has been done.
3. Jointly inspect disputed problem areas with LKMC volunteers (eg - repairs, communal cleaning, or grounds maintenance) and/or to organise and accompany LKMC on meetings with the relevant contractors.
4. Inform LKMC informally, in the first instance, of any breaches it makes in its side of the agreement, and if these continue SDC will notify LKMC of any breaches in writing. Any persistent problems identified will be discussed at the quarterly review meeting.

#### **LKMC agrees to . . .**

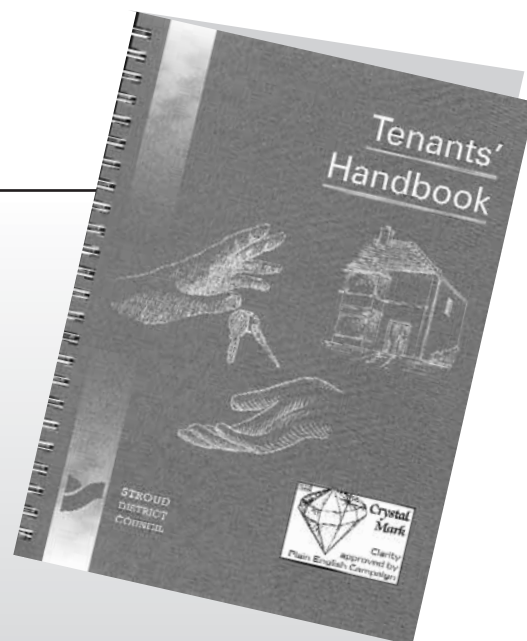
1. Continue to respond to complaints and appeals directed against its service as detailed above.
2. To pass any general complaint letters on to the appropriate officer within one week.
3. Monitor SDC response to its complaints and referrals and give this information to the Principal Tenant Participation Officer each month.
4. Get a second opinion on issues of dispute (eg - the ordering or standard of repairs, the communal cleaning or grounds maintenance service standard) by inviting SDC to accompany its volunteers on site meetings. Contractors' representatives could be invited to these meetings as appropriate.
5. Inform SDC informally in the first instance, of any breaches it makes in its side of the agreement, and if these continue LKMC will notify of any breaches in writing.



## Section 7

### Documents referred to

- 7.1 Tenants' Handbook
- 7.2 (a) The Memorandum & Articles of Association
- 7.2 (b) Equal opportunities policy
- 7.2 (c) Complaints policy and procedure
- 7.3 Plan of the area
- 7.4 Welcome pack
- 7.5 Grounds maintenance table and procedures
- 7.6 Communal cleaning table and procedures



*These documents can be read at the Estate Office or at the Council Offices, Ebley Mill, Stroud, Glos. GL5 4UB*

## Section 8

### Existing Board Members and Associates

As at 1st October 2008

Pauline Buchanan		Chairperson
Melanie Carver		Company Secretary/Treasurer
Penny Lyon		Vice Chair
Sarah Bloodworth		Board Member
Roshien Windsor		Board Member
Maureen Poole	(Co-opted)	Board Member
Dave Walker		Board Member
Lorraine Patrick	(Owner occupier)	Board Member
Alex Stennett	(Owner occupier)	Board Member
Stuart Strathearn	(SDC - Co-opted)	Board Member
Nicholas Wade		Board Member
Veronica Lusmore		Board Member
Erica Rolfe	(Co-opted)	Board Member
Pete Poole		Board Member
Roy Haynes		Training & Repairs Adviser
Gareth Haynes		IT Adviser
Niki Sloan	(Co-opted)	Dursley Town Councillor



# Appendix A

## Estate Agreement between Lower Kingshill Management Co-operative and Dursley Police

### Estate Policing:

#### Aim:

LKMC want to improve the residents' quality of life by reducing the number of crimes/incidents on the estate.

#### Dursley Police agrees to . . .

1. Provide high visibility policing within the estate.
2. Aim to respond to emergency incidents on the estate within 20 minutes with the non-emergency calls being left with the local police officers to deal with when available.
3. Develop a system whereby residents can raise their concerns with the Home Beat Officer to discuss.
4. Attend LKMC quarterly meetings as well as maintaining informal contact with the board members.
5. Supply educational leaflets as appropriate to LKMC.
6. Provide information re-crime trends in the area for the LKMC newsletter.
7. Review the Estate Agreement every twelve months.

#### LKMC agrees to . . .

1. Encourage any victim of crime to report it immediately to the Police either using the non-emergency phone number (0845 090 1234) or in an emergency on '999'.
2. Arrange and attend tri-monthly monitoring meetings at the estate office.
3. Actively promote crime prevention by monitoring the problems on the estate and writing articles for the LKMC newsletter.
4. Display any educational leaflets on our notice board as soon as they are received.
5. Review the Estate Agreement every twelve months.

Signed on behalf of the Dursley Police:

P E Donovan

Signed on behalf of LKMC:

Roy Haynes



## Appendix B

### Estate Agreement between Lower Kingshill Management Co-operative and Dursley Neighbourhood Wardens

#### Aim:

LKMC wants to encourage a safe and clean environment on the estate.

#### Dursley Neighbourhood Wardens agree to . . .

1. Visit the LKMC offices when ever possible as duties permit.
2. Supply leaflets as requested by LKMC - Published by Community Safety.
3. Patrol the estate regularly.
4. Keep LKMC informed of any problems on the estate. As the law permits, plus Data Protection.
5. Attend quarterly meetings at the LKMC office when requested.
6. Review the Estate Agreement annually.

#### LKMC agrees to . . .

1. Meet with the Wardens at the office. When their duties permit.
2. Display any leaflets supplied by the Wardens at the office.
3. Make Wardens aware of any problems on the estate that comes under their Jurisdiction.
4. To accompany the Wardens around the estate when requested.
5. Give notification of when quarterly meetings are held.
6. Review the Estate Agreement annually.

#### Signed on behalf of the Neighbourhood Wardens:

Peter Gleed  
Neighbourhood Warden

#### Signed on behalf of LKMC:

Roy Haynes  
(Training and Repairs Adviser)



## Appendix C

### Estate Agreement between Lower Kingshill Management Co-operative and Dursley Education Centre

**Aim:**

LKMC wants to promote education and training on the estate.

Dursley Education Centre agrees to . . .

1. Keep in touch with the LKMC office, as often as required.
2. Supply educational leaflets and course information when available.
3. Provide IT training at the LKMC office when available.
4. Provide any other course at the LKMC office as appropriate.
5. Attend quarterly meetings at the LKMC office when requested.
6. Review the Estate Agreement annually.

LKMC agrees to . . .

1. Keep in touch with Dursley Education Centre as often as possible.
2. Display any leaflets and course information supplied by the college at the estate office.
3. Make the office available for any courses or meetings when required by the college.
4. To advertise fully any suitable course being held at the office, or any other venue.
5. Give notification of when quarterly meetings are held.
6. Review the Estate Agreement annually.

Signed on behalf of the Dursley Education Centre:

Emma Clarke  
(Adult Community Manager,  
Stroud College - Dursley Education Centre)

Signed on behalf of LKMC:

Roy Haynes (Training and Repairs Adviser)



## Appendix D

### Estate Agreement between Lower Kingshill Management Co-operative and Cotswold Vale Consortium

**Aim:**

LKMC wants to promote education and training on the estate.

Cotswold Vale Consortium agrees to . . .

1. Keep in touch with the LKMC office, as often as required.
2. Supply educational leaflets and course information when available.
3. Give support to LKMC in developing new projects and putting in ACET funding applications.
4. Provide any other courses at the LKMC office as appropriate.
5. Attend quarterly meetings at the LKMC office as requested.
6. Review the Estate Agreement annually.

LKMC agrees to . . .

1. Keep in touch with Cotswold Vale Consortium as often as possible.
2. Display any leaflets and course information supplied by the consortium at the estate office
3. Make the office available for any courses or meetings when required by the consortium.
4. To advertise fully any suitable courses being held at the office, or any other venue.
5. Give notification of when quarterly meetings are held.
6. Review the Estate Agreement annually.

Signed on behalf of the Cotswold Vale Consortium:

Jane Manning

Signed on behalf of LKMC:

Roy Haynes (Training and Repairs Adviser)



## Appendix E

### Estate Agreement between Lower Kingshill Management Co-operative And GL11 Community Project (Incorporating The Learning Community)

#### Aim:

LKMC want to encourage and support Adult Education on the estate.

#### GL11 (TLC) agrees to . . .

1. Keep in touch with the LKMC office, as often as required.
2. Supply educational leaflets and course information when available.
3. Supply event and activity promotional literature when available.
4. Display any notices advertising LKMC services within the GL11 offices.
5. Support LKMC with any problems that are within the remit of GL11 (TLC).
6. Explore all potential opportunities for partnership working for the benefit of Adult Education on the estate.
7. Review the Estate Agreement annually.

#### LKMC agrees to . . .

1. Keep in touch with GL11 (TLC) as often as possible.
2. Supply educational leaflets and course information when available.
3. Supply event and activity promotional literature when available.
4. Display any leaflets and course information supplied by GL11 (TLC) at the estate office.
5. Explore all potential opportunities for partnership working for the benefit of Adult Education on the estate.
6. Review the Estate Agreement annually.

Signed on behalf of TLC (GL11):

Anne Wheeler

Signed on behalf of LKMC:

Pauline Buchanan (Chair)



## Appendix F

### Estate Agreement between Lower Kingshill Management Co-operative and The Stroud Valleys Project/Hollywell Orchard

#### **Aim:**

LKMC want to help, protect and manage the Hollywell Orchard.

#### **Stroud Valleys Project agrees to . . .**

1. Manage the area.
2. Make regular inspections of the Orchard.
3. Ensure that the rough cut is done on time.
4. Send out any information about the area to the LKMC office.
5. Review the agreement every 12 months.

#### **LKMC agrees to . . .**

1. Help to manage the area in any way they can.
2. Provide space at the office and in the notice boards for adverts/leaflets.
3. Provide staff as and when required to help with any project at the orchard.
4. Patrol the area on a regular basis, and report any problems asap.
5. Review the Estate Agreement every 12 Months.

**Signed on behalf of The Stroud Valleys Project**

**Tony Metcalf**

**Signed on behalf of LKMC:**

**Pauline Buchanan (Chair)**



## Appendix G

### **Estate Agreement between Lower Kingshill Management Co-operative and World Jungle**

**Aim:**

L. K. M. C. wants to encourage fun and friendship on the estate.

**World Jungle agrees to...**

1. Put on as many Fun Activities as possible in Kingshill Play Park or by the office.
2. Send us leaflets and adverts for all their activities.
3. Keep in contact with LKMC on a regular basis.
4. Attend quarterly meetings if needed.
5. Review the Estate Agreement annually.

**LKMC Agrees to...**

1. Help organise and run all events by World Jungle at the Kingshill Play Park.
2. Display any leaflets or adverts supplied by World Jungle.
3. Keep in contact with World Jungle on a regular basis.
4. Give notice of quarterly meeting dates.
5. Review the Estate Agreement annually.

**Signed on behalf of World Jungle:**

**Jane Manning**

**Signed on behalf of LKMC:**

**Pauline Buchanan ( Chairperson )**

*P. Buchanan*



The LKMC Estate Office is at 49 St Georges Road, Dursley  
You can telephone or fax the office on (01453) 548137 and

Email: [office@lkmc.co.uk](mailto:office@lkmc.co.uk)

Mobile: 07712 477052