

HRA Delivery Plan

Response to Tenant & Leaseholder Consultation Programme – July 2019

Home	<p>1. Ensure good project management of regeneration projects and inspection by a trained council officer. The cavity wall insulation (cwi) work is one example of where we have lost confidence that the work has been done thoroughly and correctly. In addition, the old cavity wall insulation dust left in the loft (even though Mi-Space vacuumed for a couple of hours) is a concern for future Health & Safety – I don't buy the argument that contractors should wear PPE – they don't always. ... and let's face it, an estate agent and any resident that comes after us is likely to 'look' at the loft at the very least. What happens if it turns out that the dust is harmful and will cause serious health problems in the future, as was the case with asbestos?</p> <p>2. When planning an estate regeneration ensure stock condition of buildings is fully assessed. For example, we recently realised that the thickness of loft insulation is much less than the recommended thickness of 270mm. Now that a new roof has been installed (February this year) wouldn't it be a good idea for the council to take advantage of any grant funding to upgrade loft insulation, too?</p> <p>The communal stairwell still hasn't been cleared of the cwi dust because Mi-Space won't accept liability. In the meantime, tenants and leaseholders are still waiting for the new flooring to be put in. We have put up with this situation since March (5 months so far).</p> <p>3. Tenant Repairs Inspectors scheme is running well behind – we're beginning to wonder if there's any point in this type of tenant engagement. It's a pity because tenant inspectors can really help to make a difference in helping to raise repairs and maintenance standards.</p> <p>Suggest Tenant Services creates a carpentry service (another income stream). Due to the small size of flats it's really important to make the most of space and if possible make some areas 'dual purpose'. For example, a carpenter could make a study bed – a space for sleeping and desk for children to use for homework/adults working from home. See link (24 seconds in) http://www.studybed.co.uk/about/george-clark-video/ A carpenter could help with lots of space saving projects and as a leaseholder I would be happy to pay for such a service if the price was reasonable. Other issues include issues with boundary fencing that 'potentially' a carpentry service could solve at reasonable cost.</p>
------	--

Community	Provide Keynotes to leaseholders – they live in Council properties and pay maintenance charges as well.
Environment	<p>1. Communal cleaning is dreadful. Suggest that Tenant Services brings general needs cleaning in-house.</p> <p>Communal cleaning should mean just that – walls, banisters, window sills, door handles and frames. Floors should be swept before they are mopped. (... in the main, dirt just gets wiped around)</p> <p>Provision for access to water on general needs sites. ‘Dry mop’ cleaning is a joke</p> <p>Create a volunteer team of tenant cleaning inspectors to assist in the same way that tenant repairs inspectors used to before the restructure in 2016.</p> <p>Like the vision for our in-house Repairs and Maintenance team, perhaps we could offer this service on a commercial basis to create another income stream</p> <p>2. Grounds maintenance needs inspection, too. Again create a volunteer Tenant Grounds Maintenance Inspection team to assist our NMOs</p> <p>3. Flats – provision should be made for ‘bulky waste’. When flat dwellers get a new bed or 3-piece suite for instance, they have nowhere to store the old ones (no spare bedroom/outhouse etc.). Local charities, quite rightly, will not collect furniture that has been left outside. I would therefore suggest that we provide ‘bulky waste sheds’ (with number lock pad) and a booking system. We could work with local charities to pick up the good stuff (for free) and use our own service (see point 3 below) to take away the rest; make a reasonable charge to tenant who booked it in/charge to the block if tenant is unknown. When tenants see what’s on their service charges they’ll soon ‘shop’ anyone who abuses the system.</p> <p>4. Invite leaseholders as well as tenants to Estate Walkabouts</p> <p>5. Car parks & parking bays – need serious improvements in dealing with excessively large vehicles and abandoned or long term unroadworthy vehicles.</p> <p>6. Parking – nearly always inadequate – need more of it and also proper lines painted.</p> <p>7. we at forest view road have a problem with the parking; the car park is only outside part of the flats; flats 11 to 17 have no parking spaces just grass and have to park outside our flats ore</p>

	<p>on the pavement; across the road at fishers road they have spaces all the way down if this was done for us it would mean everyone cud park outside their own home safely; not only this but you would no longer have to cut the grass.</p> <p>8. Flats – make proper and reasonable provision for refuse, recycling and bulky waste (see below) – also accept that much bulky waste can be external flytipping and even where it isn't, the charges for removing such waste are prohibitive to those at the bottom of the income tree (most flat dwellers). On this note, create our own 'man with a van' service to deal with the clearance of bulky waste. It may not be cheaper but can certainly be far more flexible and thorough than the existing 'service'.</p> <p>9. Flats – food waste scheme – not feasible. We've really tried and given up!</p> <p>10. Flats – nearly all flats have a serious lack of storage space – that's why many people store their bicycles for instance in the stairwells. Causing cleaning issues as well as constituting a fire risk.</p> <p>11. Flats – provide decent clothes drying provision – it's virtually non-existent or else provided (against the rules) by tenants themselves.</p>
Supplementary	<p>Points 2 to 10 together. Flats were poorly designed (if designed at all) to accommodate normal family life – so stop blaming people for trying to live normally (thereby often unavoidably breaking 'the rules') and make an effort to provide maybe even half reasonable facilities.</p> <p>Damp and mould – acknowledge the fact that this is not just a 'life style' choice or failure, but a building design problem that affects even those who are careful and take genuine steps to try to avoid it.</p> <p>Need better communication between different departments of the Council – for instance the launch of the new refuse/recycling service in November 2016 took little account of those council tax payers who live in flats on council estates – frankly it looked like (to ourselves and neighbours) that the council had scant regard for council flat dwellers at the time.</p> <p>Due to our experiences, I personally cringe at the recent award received by the council for cutting the amount of waste it sends to landfill. If Stroud is cited as one of the best in the country then it is a real concern that the rest of the nation is 'behind'. On our estates I see far too much contaminated 'mixed recycling & food waste' (which cannot be recycled!). I also see good pieces of furniture (fly-tipped) which again could be recycled (but due to being left outside)</p>

	<p>have to go to the tip. As a council (I don't blame Tenant Services incidentally) we must not allow this award to make us complacent – there is still a lot of work to do on our environment. Hence the reason for asking that the rest of the council listen to and work more productively with Tenant Services.</p>
--	---