

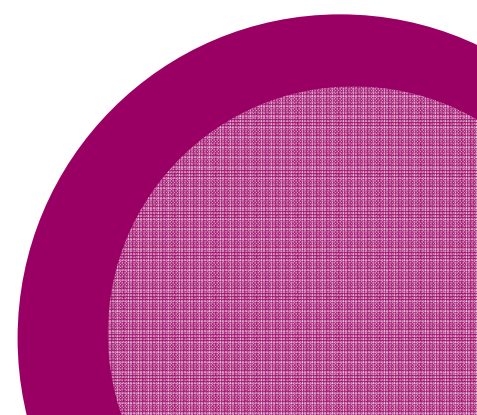
Appendix

**Central
Bedfordshire
Council
Housing Services**

Local Offers 2011- 2012

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Housing Services Local Offers

Introduction

Following months of consultations, meetings with officers and tenants we produced our first set of Local Offers which have been requested and approved by tenants from across the area. Local Offers are locally agreed standards that follow four of the National Standards set out by the Tenant Services Authority (TSA).

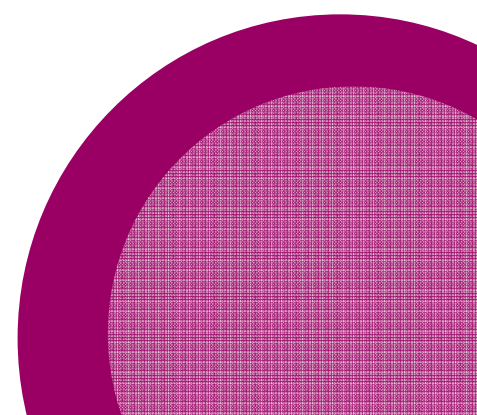
The four National Standards covered are:

1. Tenant Involvement and Empowerment Standard
2. Home Standard
3. Tenancy Standard
4. Neighbourhood and Community Standard

The aim of the Offers is to improve services by the council as well as raising awareness of what is available. The Offers will be closely monitored to ensure we meet our commitments and work towards the set targets. These Offers will run from April 2011 until March 2012.

One of the most important factors of setting the Local Offers is that they had to be produced in agreement with tenants. It is through priorities raised by tenants that these Offers have been agreed. This is one of the many examples of how the Council is strengthening the role of the tenant in shaping the services they receive.

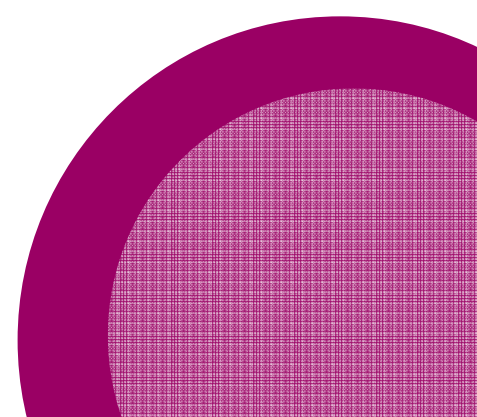
If you wish to find out more about these Offers or want to be part of setting new Offers or want to be involved in any part of shaping the Housing Service please call the Tenant Participation Team on 0300 300 5255.



Tenant Involvement and Empowerment Standard

This Standard covers Local Offers for tenant and leaseholder involvement and empowerment. It looks to promote choices for tenants and leaseholders that wish to get involved with shaping the Housing Service.

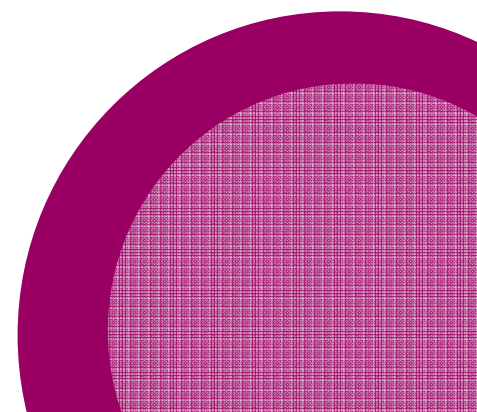
Tenant Involvement
We will involve tenants in more of a scrutiny role inviting them to inspect all parts of the service
We will provide more examples of how tenants have changed the service – <i>‘You Said, We Did’</i>
We will re-write the Tenant Participation Agreement and Tenant Involvement Strategy
We will increase the number of tenant involvement activities using the various options for involvement
We will publicise the complaints procedure so tenants can access it and are aware of their rights
We will hold at least two conferences/ open days per year



Home Standard

This Standard includes Local Offers on repairs and maintenance and looks to improve the services provided as well as meeting health and safety requirements.

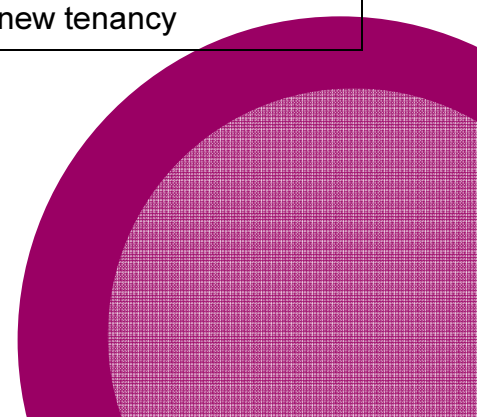
Repairs and Maintenance
We will increase gas services completed to 100%
We will provide a warranty on the repairs work e.g. it should not breakdown/need more work within 6 months (other than normal wear and tear)
We will publicise/promote the free phone number for reporting all repairs during office hours
We will involve our tenants in procuring and monitoring all major contracts
We will make sure that appointments on repairs will be agreed at time of booking
We will give your repair a priority rating and we will advise you of this at the time of reporting
We will let empty properties in accordance with the lettable void standard
We will consult with you prior to carrying out any major works
We will publish a 5 year works plan detailing what work is being carried out and where and include this in the sign up packs
We will provide a welcome pack for all new tenants.
We will ask for feedback on all works carried out



Tenancy Standard

This Standard includes Housing Needs and Allocations, Tenancy and Rent, Sheltered Housing and our work with Leaseholders.

Rent and Rent Arrears
We will provide an in-house debt advice service
We will increase the collection on Former Tenant Arrears by reducing arrears to 1% of the annual debit
We will introduce a pilot scheme for all new tenants to have introductory tenancies for the first 12 months
Sheltered Housing and Leaseholders
We will hold Open Days to promote Sheltered Housing
We will set up new IT equipment in two of our Sheltered Housing Schemes and offer support and training
We will increase the numbers of Careline users
We will provide leaseholders with the 5 year plan so they can see planned maintenance that may effect them
We will provide a new leaseholders handbook
We will provide a dedicated leaseholders newsletter
Housing Needs, Allocations and Lettings
We will provide welcome packs for tenants of Bedford Court (temporary accommodation)
We will reduce empty homes (void) times to 30 days for general needs housing
We will promote alternative accommodation and incentives to reduce the number of under occupied homes
We will promote the mutual exchange service in order to maximise opportunities for tenants to move to more suitable properties
We will advertise vacant properties through Bedfordshire HomeFinder improving access to properties that suit specific needs
We will provide a Housing Options pack with information on what is available
We will carry out visits on all new tenants within 6 weeks of taking a new tenancy



Neighbourhood and Community Standard

This Standard covers Local Offers around tackling anti-social behaviour and estate management.

Anti Social Behaviour
We will allocate a named officer to deal with your Anti-Social Behaviour case and visits will be held at a time/location of your choosing
We will publicise and promote response times for dealing with Anti-Social Behaviour
Racist/offensive graffiti will be removed within 24 hours by the Handy Van Team
We will work in partnership with residents and other agencies to resolve your complaint using a range of solutions e.g. advice, support, mediation, legal action etc.
Estate Management
Abandoned properties will be investigated and made secure within 10 days from when the council is notified/made aware
We will promote estate inspections to encourage tenants to accompany Estates Officers
Relevant items of rubbish/fly tipping reported to Handy Van Team will be removed within 5 days
We will involve tenants in monitoring the cleaning contract
We will set up three new Estate Officer Surgeries for general enquiries including rent and estate based issues

Contact us...

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المعلومات معلومات کے لئی তথ্যের জন্য Za Informacja

by telephone: 0300 300 8000

by email: customer.services@centralbedfordshire.gov.uk

on the web: www.centralbedfordshire.gov.uk

Write to Central Bedfordshire Council, Watling House,
High Street North, Dunstable, Bedfordshire, LU6 1LF