

Very Good - 5
 Good - 4
 Neither Good/Poor - 3
 Poor - 2
 Very Poor - 1

Question	Notes
<p>PRESENTATION QUESTION</p> <p>1. Value for Money and Service Charges.</p> <ul style="list-style-type: none"> - Will you work with leaseholders to renegotiate their leases to ensure fairness? (legal implications) - value for money in management process (transparency/compensation) - structures for involving residents in determining the levels of expenditure (tenants & leaseholders) - do you build up a reserve fund, so that service charges costs can be spread over a number of years? - do you, support direct action by residents (to reduce service charges and other costs) 	<div style="border: 1px solid black; width: 100px; height: 100px; margin-left: auto; margin-right: auto; text-align: center; vertical-align: middle;"> Score (1-5) </div>
<p>2. Estate Maintenance</p> <ul style="list-style-type: none"> - How you conduct your surveys of stock, inside and outside, to detect potential problems and maintenance issues - How are problems rectified - How do you ensure there is adequate funding for maintenance? - How are current projects protected from changes in public funding or economic circumstances, such as interest rates on loans? - Your typical 30 year plan for an existing estate. 	<div style="border: 1px solid black; width: 100px; height: 100px; margin-left: auto; margin-right: auto; text-align: center; vertical-align: middle;"> Score (1-5) </div>
<p>3. Power and Accountability</p> <ul style="list-style-type: none"> - Is this possible within your current structure? If not, are you willing to implement it for us? - Is it a principle which is applied to your current projects, and how would you go about effecting it in the case of the Mansford Estate? - What representational structures would you recommend to enable us to achieve this objective? - What would you envisage happening in the event of a disagreement between a residents' representative group and the board? 	<div style="border: 1px solid black; width: 100px; height: 100px; margin-left: auto; margin-right: auto; text-align: center; vertical-align: middle;"> Score (1-5) </div>

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<p>4. Quality of Services and Accountability</p> <ul style="list-style-type: none"> - Firstly, are you willing to guarantee to us that you will provide a measurably excellent level of service? - some examples from your current practice of how you achieve, maintain and measure excellence in service delivery, and how we will be compensated should you fail in this regard. - Please suggest a range of proposals to us which we might adopt for our estate, from inside and outside your current practices. 	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Score (1-5)</div>
<p>5. The culture we propose to create.</p> <ul style="list-style-type: none"> - Please describe your moral and ethical stance with regard to your assets, your residents and your staff. - What steps have you taken to ensure the sort of relationship described on your current estates. - How will you absolutely guarantee to us that you will carry out the things you have said? 	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Score (1-5)</div>
<p>6. Environmental and Ecological Issues</p> <ul style="list-style-type: none"> - What are your policies with regard to energy conservation, recycling and contributing to a reduction of pollution in the area? - What is your policy to balancing the provision of attractive communal areas with residents' desire for private outdoor space? - Whilst making sure residents are safe in their homes and when walking through the estate, how would you ensure that our estate ends up being an excellent urban environment both in terms of new buildings erected and in terms of gardens and other open spaces? - How might we fund such initiatives? 	<div style="border: 1px solid black; padding: 5px; display: inline-block;">Score (1-5)</div>