

Mansford Estate Steering Group

Written questions for RSLs

1) Organisational Strategy

- a) Taking on 900 properties plus their residents, the communal areas and provision for the community, such as youth and the elderly, is a huge project. What plans and strategies do you have in place that will ensure that you have the capacity to sustain a consistently high standard of service provision across the estate?
- b) Please outline your organisational strategy to ensure proper staffing levels for the tasks of managing and maintaining the stock, working with residents and developing the local community ethos and facilities.

2) Experience

- a) What experience do you have of stock transfers?
- b) What experience do you have of managing housing stock in Tower Hamlets?
- c) What experience do you have of community development work?

3) Improvements Programme

- a) What major refurbishment schemes has your organisation been involved in within the last three years? What type of properties was involved?
- b) How was the work organised and undertaken? Did you use in-house staff or external consultants?
- c) What is your strategy for the repair and maintenance of your stock, with particular reference to planned and major works?
- d) How would you apply these principles to the specific conditions of the Mansford Estate?
- e) Do your proposals involve any new build?
- f) What further details on delivering the project would you be able to produce by the end of stage 2?
- g) How will you staff and resource the project in stages 2 and 3? What assurances can you give on this? What other major projects do you have on at the moment and in the pipeline, and how will you manage these so as to minimise the impact on the progress of the Mansford project?
- h) What is your estimated timetable for the programme of improvements you are proposing?
- i) What is your definition of regeneration, as it applies to:
 - i) housing
 - ii) health

- iii) social and community welfare
- j) How do you propose to sustain regeneration on the Mansford Estate over the next 30 years?
- k) How do you propose to help local youth organisations to build youth/adult leadership capacity in the community?
- l) What programmes will you develop to equip local people with skills and employment opportunities within the regeneration process?

4) Relocations

- a) What is your policy on relocation of residents during building works?
- b) Can you give details of how you would deal with relocations during any planned improvement works?
- c) Can you make assurances that all necessary relocations will occur locally?

5) Resident Participation

- a) Please summarise your tenant and leaseholder participation strategy, and give some examples of successes and failures
- b) How do you propose to involve residents in the running and management of your organisation?
- c) What is the likely relationship between the estate's local board and the main RSL board?
- d) How will you ensure local services and local accountability for Mansford Estate residents?
- e) What decisions would not be made locally?
- f) How would the estate's local organisation be run?
- g) Have you developed a tenants' charter, and, if so, how does this affect existing tenants, especially those in properties with gardens or open spaces?
- h) Have you developed a leaseholders' charter, and, if so, how does this affect existing tenants, especially those in properties with gardens or open spaces?
- i) What opportunity is there for resident participation in the selection, assessment and retention of contractors?

6) Service Delivery

- a) Please give details of how you will develop, define, communicate and guarantee minimum standards for
 - i) repairs
 - ii) cleaning and caretaking
- b) How will you monitor and improve service delivery?

- c) What is your complaints procedure? How will this be developed, if necessary, and applied for the Mansford Estate?
- d) The following services need to improve. Please list up to five bullet points for each, with most important first, indicating how you will achieve these improvements
 - i) housing management
 - ii) security measures
 - iii) dealing with and discouraging anti-social behaviour
- e) How frequently will you decorate the communal areas of blocks?
- f) How will you manage caretaking and gardening?
- g) Will the staff be on-site, directly employed, or contractors?
- h) Will you guarantee to provide all residents with basic access security, such as locked external doors, intercom systems and CCTV?
- i) Do you have a Senior Citizens' redecorating scheme?
- j) What is your policy regarding recharges, and, where they exist, how would you ensure that they are minimised?

7) Parking and environment

- a) What is your policy towards residents' parking?
- b) How will you ensure that parking spaces are protected and improved for residents, and provided for visitors?
- c) What is your experience of working with local authorities regarding parking issues, estate road repairs and abandoned vehicles?
- d) What will approach be to open spaces on the estate?
- e) How will you tackle day-to-day environmental issues:
 - i) refuse
 - ii) open spaces
 - iii) drainage
 - iv) pest control?

8) Policy

- a) What will your policy be with regard to existing secure tenants and Right to Buy?
- b) What is your rent setting policy?
- c) What guarantees can you give with regard to rent levels?
- d) What will your policy be with regard to tenants' right of succession?
- e) What is your policy, strategy and proposals with regard to overcrowding?

- f) What is your policy on rent arrears?
- g) What are your policies, strategies and proposals regarding anti-social behaviour?
- h) Do you operate any schemes such as rent/buy. "Sons and Daughters," etc., for non-priority housing applicants who wish to remain in the area?

9) Finances

- a) What finances are you bringing into the project?
- b) What fall-back positions do you have if any elements of the improvements are under-costed at this stage?
- c) How will you attract additional regeneration funding for the Mansford Estate?

10) Leaseholders

- a) What are your proposals for leaseholders' contributions to improvements?
- b) What payment options will you offer?
- c) What is your policy with regard to the cap for capital works for leaseholders? How will you deal with vulnerable people who cannot pay the cap?
- d) To what extent is the cost of improvements subject to negotiation and approval with leaseholders?
- e) How will you calculate the costs for individual leaseholders?
- f) How will you calculate the leaseholder service charge?
- g) How do your current service charges for your other properties compare with those made by the council for similar properties?
- h) How will you ensure value for money regarding service charges?
- i) Can leaseholders buy into the services provided by you for tenants?
- j) What is your policy on leaseholder buy-backs?

11) Estate Management

- a) How will you manage the local housing office, ensuring that staff both stay, and meet their performance targets?
- b) What experience do you have of recruitment and staff management?
- c) What guarantees can you give about using local labour as a priority?
- d) Will staff managing our estate also be managing other estates?