

Lead Officer: Executive director of adult services, health and housing

Wards: All

Agenda Item: 8

Subject: - Estate Inspection procedure

1. RECOMMENDATIONS

- 1.1 The Panel is asked to support the implementation of the revised estate inspection procedure and the introduction of a resident monitoring score sheet.

2. SUMMARY

- 2.1 This report recommends the implementation of the revised estate inspection procedure and the implementation of residents scoring independently to ensure that the estate inspection is carried out within the parameters of the procedure. This will be rolled out across the borough and is intended to encourage greater resident involvement.

3. BACKGROUND

- 3.1 The estate inspection is an essential part of the work that the tenancy and neighbourhood services undertake and since the review of housing services within Croydon Landlord Services, it became clear that we needed to improve standards. We found that estate inspections were inconsistent between teams and lines of responsibility were unclear. We also found that reported repairs were not always attended to and were picked up time and again.
- 3.2 As a consequence we have revised the estate inspection procedure showing clear lines of responsibility and have developed a scoring sheet which will be administered by resident representatives. They will attend the estate inspection, score independently and the results will be monitored to improve the customer service experience.

4. DETAIL

- 4.1 The estate inspection procedure was reviewed in September 2012 (see revised procedure Appendix A)
- 4.2 As can be seen the procedure is more robust and clearly defines responsibility to officers and time scales.

- 4.3 The councillors and resident representatives are actively encouraged to participate by completing a score sheet whilst on the inspection; these will be used to monitor standards and to inform improvements in service delivery.
- 4.4 The estate inspection now includes inspection of the paving and estate roads to ensure potholes are addressed to improve the environment and also to ensure health and safety of the public from trip hazards.
- 4.5 The tenancy officer will remain the lead officer on estate inspection but there are clearly defined responsibilities which officers will become accountable for.

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