

# **Roupell Park Residents Management Organisation Ltd**



## **RESIDENT HANDBOOK**

**This is your new Resident Handbook. It gives you a summary of the services we provide and the standards that you can expect of us.**

**Our website [www.rouPELLpark.co.uk](http://www.rouPELLpark.co.uk) contains all the details of our policies and procedures and our service standards for you reference.**

### **Who are we?**

Roupell Park Resident Management Organisation (RMRPO) is a not for profit benefit organisation which means that any 'profit' we make (we call it surplus) must be used for the benefit of our community.

We are a member owned organisation and each member holds a share to the value of £1 which entitles them to participate in our decision making processes and to stand for election to the board. But we deliver services to all of the residents of the estate regardless of whether they are members.

RMRPO is managed by a management board which consists of residents who are elected at the Annual General Meeting or co-opted during the year. All resident board members are volunteers who do not receive payment for their work on behalf of RPRMO.

The Board is responsible for deciding the way in which the estate is run which includes agreeing all policies and procedures. They are also responsible for managing the staff, lead by the estate director and for making sure that they meet the targets that the Board sets.

### **Who owns the Estate and who does what?**

The Roupell Park Estate is owned by Lambeth Council and RPRMO manages it on behalf of the Council under the terms of a management agreement.

This means that the Council remains responsible for carrying out some services on the estate and RPRMO others.

In general terms this means that we are responsible for -

## **Our Organisation**

- Ensuring effective governance of RMRPO including increasing membership, board membership and sustainability, accountability, and an effective split between governing and operational activities;
- Consulting and involving residents through meetings, surveys, newsletters and events to ensure that the services we provide meet their needs;
- Managing our finances;
- Providing an estate based office;
- Effective management of contractors employed by RPRMO and ongoing assessment for value for money;
- Monitoring the effectiveness of contractors employed by Lambeth and representing the needs of Roupell Park residents to the Council;
- Ensuring regular satisfaction surveys are carried out and results analysed, reported back to residents and acted upon;
- Producing an Annual Report to all residents on our performance across all areas;
- Working with other agencies and community groups to identify and address the needs of our community.

## **Our Services**

- Responsive repairs and maintenance up to £5,000 per repair;
- Gas servicing and repairs;
- Pest control;
- Maintenance of CCTV systems;
- Maintenance of estate lighting;
- Older people discretionary decorations;
- Providing a cleaning service to the communal areas of the blocks and the estate;
- Maintaining the gardens and grounds;
- Graffiti removal;
- Bulk refuse removal service;
- Parking enforcement;
- Day to day inspections of the play areas;
- Managing and preparing void properties for re letting up to £5,000;

- Identifying the need for major works and lobbying the Council to programme these works;
- Delivering improvement works funded from any identified specific budget;
- Dealing with tenancy management issues including investigation into complaints of anti-social behaviour, unlawful occupancies, breach of tenancy or lease agreement, residents disputes, and taking legal action when appropriate;
- Dealing with succession claims;
- Processing mutual exchanges;
- Giving consents to residents for a range of issues from improvements to keeping pets;
- Arranging and processing on estate transfers for downsizing tenants;
- Monitoring tenants' rent accounts and taking action on rent arrears when appropriate;
- Assisting residents with housing benefit claims;
- Managing leaseholder service charge arrears and taking legal action if appropriate;
- Accompanying bidders on assisted viewings of vacant properties;
- Providing an initial meeting with the Estate Manager for all new tenants regarding advising on tenancy rights and responsibilities and RMRPO membership and participation and sign up of the tenancy agreements
- Settling in visits for new tenants;
- Tenancy audits;

**We also provide the following services which are delivered for us by Lambeth Council on our behalf**

- Communal heating repairs;
- Out of hours emergency service;
- Maintenance of door entry systems

**The Council retains responsibility for:**

- Maintenance of lifts, dry risers and lightning conductors;
- Asbestos removal;
- Setting rent levels;
- Leaseholder's service charge billing and collection of major repairs charges;
- Maintaining the structure of the buildings;
- All repairs over £5,000;

- Programming, commissioning and undertaking major works including Decent Homes works in consultation with RMRPO;
- Refuse collection;
- Tree maintenance.

**WE HAVE POLICIES AND PROCEDURES OR SERVICE STANDARDS FOR THE SERVICES WE DELIVER.**

**On the following pages are summaries of the way we will deliver our key services. Fuller details are available elsewhere on our website.**

## OUR CUSTOMER CARE STANDARDS

Delivering excellent and accountable customer care is at the centre of what we do. When dealing with our customers we will -

- ✓ We will be courteous and treat you with respect and try to offer you the help and advice you need and if we are not able to help you immediately we will tell you when we will get back to you with and will do so.
- ✓ We will arrange for a translator if you need one (including signing) for face to face and telephone discussions or will arrange for letters and other communications to be provided in an appropriate language, or in large type or braille.
- ✓ Treat everyone fairly and in compliance with our equal opportunities and diversity policy.
- ✓ When you arrive in reception we will greet you and ensure we understand why you have come to see us. If you have an appointment we will see you at the time of your appointment and if you do not have an appointment we will see you within 10 minutes of your arrival.
- ✓ Offer a private interview when you ask us or where this appropriate
- ✓ When phone us we will give you our name and tell you, you have called Roupell Park.
- ✓ We will answer the phone within 5 rings
- ✓ Ensure that out of hours our answer phone tells you what to do in the event of an emergency
- ✓ We will respond to all correspondence and emails within 10 working days, or if we are unable to do so will let you know and let you know both why we are unable to do so and when you can expect a reply
- ✓ Where we make mistakes we will apologise to you and will learn from our mistakes

## COMPLAINTS

We take every complaint of poor service very seriously we will use them to learn how to improve our service. A complaint is telling us that we have done something wrong or have not met your expectations.

- If you are reporting a repair for the first time that is not a complaint, it is you making a request for a repair. However, if you tell us we did not do the repair on time or did it badly then that is.
- Reporting anti social behaviour is not a complaint and is dealt with under our anti social behaviour procedures. However if you don't think that we dealt with your report properly then it is.
- If you are telling us that our cleaning or grounds maintenance service is not up to scratch then that is a complaint.
- If you are telling us that a staff member has been rude or has not behaved properly towards you that is a complaint.
- If you are telling us that we have not followed our policies and procedures then that is a complaint.

You can complain in person in the office, by phone, by letter, email or through our website.

- If your complaint is about a service we provide then we will carry out an assessment of your complaint and our aim will be to put right the problem. We will respond in 5 working days.
- If you are not happy with our response then you should contact the Estate Director at the Community Office, email [SOelman@lambeth.gov.uk](mailto:SOelman@lambeth.gov.uk) telephone 02079260220. He will respond in 5 working days.
- If you are unhappy you have the choice to ask the Board of RPRMC to review your complaint.
- If you remain unhappy with the response you should contact -

TMO Client Team Complaints,

Third Floor, Phoenix House,

10 Wandsworth Road,

London SW8 2LL

E-mail: [HMReview@lambeth.gov.uk](mailto:HMReview@lambeth.gov.uk)

Online: <https://housingmanagement.lambeth.gov.uk/feedback/>

Telephone: 020 7 926 6000

## EQUALITIES

Roupell Park is a diverse place to live and respecting its diversity and to ensure equal access to services are at the heart of what we do. Our aims are:

- To deliver a fair and equitable service to all residents living on the estate taking into account any special needs of residents and where possible tailoring services accordingly
- To ensure that the composition of the RPRMC membership and the Management Committee seeks to reflect the diversity of our community
- To encourage active participation from all persons or groups of persons living on the estate
- To ensure that all residents have access to meetings and information concerning the activities of RPRMC
- To ensure that no member of staff, or the Management Committee or residents and users of services provided by RPRMC suffers discrimination.
- To work towards the elimination of harassment in our community, supporting victims and taking action against perpetrators
- To take positive action to overcome the results of unfair discrimination by encouraging and helping groups who may feel excluded to participate our decision-making process and to receive fair treatment in respect of service delivery and employment opportunities.
- To ensure that all residents, employees, contractors and agents are dealt with fairly and equitably on the basis of their merits, abilities and potential without any unjustified discrimination in relation to:
  - Age
  - Disability including physical or mental impairment which has substantial and adverse long-term adverse effects on their ability to carry out normal day-to-day activities
  - Gender reassignment
  - Marriage and civil partnership
  - Pregnancy and maternity
  - Race (including colour, nationality, and ethnic or national origins
  - Religion or belief
  - Sex
  - Sexual orientation

We will monitor our services to ensure that meet our aims and that where we find that we are not meeting the needs of all our customers to take action to put it right.

## INVOLVEMENT

Resident involvement and engagement is at the centre of what RPRMO stands for as a Resident Management Organisation and we will therefore put resident participation and involvement at the centre of everything that we do. However we recognise that everyone has busy lives and that they will all want to be involved in different ways and in the way and at the time that suits them.

### We Will

- ✓ Ensure all our residents from our diverse community are able to get involved and get their views across including supporting groups from parts of the community who would not otherwise be involved
- ✓ Provide training for residents to help them to get involved
- ✓ Actively try to recruit new members of RPRMC and the Board
- ✓ Make sure that the feedback we get from you is used in shaping our services
- ✓ Use a variety of ways to talk to residents including our website, social media, newsletters, public meetings, community groups and events
- ✓ Ensure you receive at least 5 newsletters a year plus our annual report
- ✓ Hold a minimum of 4 public meetings a year



## REPAIRS

### How to Report a Repair

The way in which you report a repair will vary according to the type of repair that you need and the time on which you request it.

### **General Repairs**

Day to day repairs should be reported to the Community Office. You can either do this by coming to the office or calling us on **02089260214**.

If your repair relates to the communal heating and hot water system call the Lambeth Contact Centre on **02079266000**.

If your repairs relates to a heating or hot water and your own individual gas boiler you should call **0800804855**.

### **Out of Hours**

After 5.00 or at weekends and bank holidays all repairs should be reported through the Lambeth Living Contact Centre on **02079266000**.

**Who does what (the full list is in the main service standard on the website)**

**The table below applies only to tenants. In most cases we are not responsible for repairs to the inside of leaseholder property with the exception of the maintenance of the communal heating and hot water system where this is provided. We do however remain responsible for the maintenance of the structure of the estate.**

**Detailed advice can be given by RPRMC staff.**

<b><u>We are responsible for repairing and maintaining</u></b>	<b><u>Your are responsible for</u></b>
<ul style="list-style-type: none"><li>• The structure e.g. walls, roofs, joists and beams, external doors and door frames, damp, rot and woodworm, drains and gutters</li><li>• Window frames, window catches and safety devices, glazing to communal areas, glazing to your home where the repair was caused by a defect</li><li>• Water gas and electricity supplies to your home, all council owned pipes and waste pipes</li><li>• Baths, basins, sinks, toilets, cisterns, kitchen cupboards and work surfaces</li></ul>	<ul style="list-style-type: none"><li>• Decorating the inside of your home and minor internal repairs. Blocked sinks, basins and baths</li><li>• Replacing blown fuses and resetting trip switches, replacing light bulbs</li><li>• Internal and external door handles, locks, catches and keys if not due to disrepair caused by the age of the door or fitting</li><li>• Phone wires and sockets</li><li>• Repair any changes or improvements that you carried out, for instance if you</li></ul>

<ul style="list-style-type: none"> <li>• Gas fittings and appliances such as central heating, water heaters, boilers, the communal heating and hot water system</li> <li>• Electrical wiring including sockets and switches provided by us</li> <li>• Communal areas such as pathways, estate roads, hallways, communal stairs and lighting, balconies and waste chutes</li> <li>• Lifts, fire equipment, door entry systems, communal television aerials, external decorations and decorations to communal parts</li> </ul>	<p>fitted you own kitchen.</p> <p><b><u>IMPORTANT THINGS YOU MUST NOT DO</u></b></p> <p>There are works to your home that you must not carry out yourself:</p> <ul style="list-style-type: none"> <li>• You must not carry out works to the electricity supply or wiring.</li> <li>• You must not carry out works to your home's gas</li> <li>• You must not carry out works to your home's heating system</li> <li>• You must not change or otherwise alter your front entrance doors as these may be fire safety doors</li> </ul>
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#### How long will repairs take?

<b>Emergency Repairs</b>	<b>24 Hours</b>
<b>Urgent Repairs</b>	<b>3 Days</b>
<b>Priority Repairs</b>	<b>7 Days</b>
<b>Routine Repairs</b>	<b>28 Days</b>

#### Contents Insurance

We are not responsible for repairing or replacing your belongings or in most cases carrying out redecorations to your home. We therefore strongly encourage all of our tenants to take out contents insurance. You can either arrange this through a private company or Lambeth Council offer an affordable policy themselves. Details and application forms are available in the office.

## **GROUND'S MAINTENANCE**

The Ground's Maintenance contract is operated by Pinnacle, a private contractor. Their performance is measured against an agreed service standard that forms part of the contract. RPRMO is responsible for -

- Mowing and maintaining grass areas including strimming and edging
- Maintenance of all flower and shrub beds
- Maintenance of hedges
- Pruning and maintenance of shrubs and plants (but not trees)
- Improving the quality of the grounds on the estate

For each element we mark the service excellent, acceptable, poor or unacceptable. The performance on the contractor is monitored regularly and raised at monthly performance meetings.

Our contract also includes provision for improving the standard of planting on the estate, including encouraging wild life and bio diversity.

## **CARETAKING**

RPRMO is responsible for cleaning and keeping tidy

- Stair cases, windowsills, balustrades, walls and ceilings
- Landings, entrance lobbies and corridors
- External walkways
- Communal Lighting
- Lifts
- Estate roads and parking spaces other than highways roads that are the responsibility of Lambeth Council
- Grassed areas and flower beds but not the grounds maintenance service
- The outside walls of the blocks and estate boundary walls and fences
- Bins, bin chambers and rubbish chutes
- Communal doors and Windows
- Play Areas

For each element we mark the service excellent, acceptable, poor or unacceptable. The performance of our caretakers are monitored regularly by managers and board members and we encourage any resident of the estate to take part in the monitoring process.

## ANTI SOCIAL BEHAVIOUR (ASB)

We know that suffering from anti social behaviour is one of the worst things that affects our residents. We therefore take it very seriously and do everything we can to resolve any problems.

Defining ASB is not easy and this is covered in the Service Standard.

Reports of ASB may be made in person in the office, by telephone, letter, on our website or email. All cases will be treated with the utmost confidentiality.

### How will we deal with reports of ASB

Cases will be responded to according to the table set out below.

Priority	Definition	Maximum Initial Response
High	Actual or substantiated threats of physical assault, serious intimidation or harassment of whatever nature, domestic violence, serious criminal activity and serious damage to RPRMO property	1 Working day
Medium	Minor criminal activity, drug dealing, verbal abuse, intimidating behaviour by groups or individuals, significant noise nuisance, dangerous dogs	3 Working days
Low	Minor neighbour disputes, domestic noise, pets, refuse, parking, property condition, gardens, subletting and fraud	10 Working Days
Non tenancy related	Non housing related matters or issues in other agencies jurisdiction. Complaints will be acknowledged within the set time span but in cases such as those relating to safeguarding will be dealt with immediately.	10 Working Days

In cases where there is criminal activity we will in most cases report the matter to the police and work in partnership with them to resolve the problem.

In order for us to investigate a complaint of ASB we will need the following information from you:

- Details of the nuisance
- Who you think was responsible
- Whether you spoke to the alleged perpetrator or anyone else e.g. the police
- What would you like us to do about it

In most cases our investigations will involve talking to other people including the perpetrator and the most successful options for resolving ASB are persuasion and mediation. Only in the most serious cases and where we have sufficient evidence to give a strong chance of success will we take legal action.

### **OUR COMMITMENT TO YOU**

When we take on a case of ASB we will:

- ✓ Listen to what you are telling us in a supportive way
- ✓ At all stages be open and honest about what we can or cannot do
- ✓ Tell you if we are not going to act on your complaint and tell you why
- ✓ Agree an action plan with you and talk to you at least once a month so you know what we have done and to update the plan if needed
- ✓ Unless there is serious criminal activity only take the action that you are comfortable with and agree with you if we need to share information with anyone else
- ✓ If we feel there is nothing more we can do tell you that we are going to close the case and why
- ✓ Ask you to complete a satisfaction survey of the way we have handled your case.

## RENT ARREARS

Tenants sometimes have problems paying their rent for a number of reasons so when we are dealing with rent arrears we -

- Will focus on preventing arrears by providing tenants with the information, support and advice required to maximise their income and to prevent, minimise or manage debt. We will try to sustain tenancies using legal proceedings and eviction as a last resort.
- Will act in a pro-active way based on a strong emphasis on personal contact in the collection of rent and the prevention of rent arrears.
- Will ensure Information in relation to rent arrears will be accurate, easy to understand and contain clear information in relation to repayment options, methods of payments available and relevant support and advice agencies.
- Recognize the needs of vulnerable tenants and will ensure that we work in a way that supports them to pay their rent and support them in repaying their arrears.
- Will work with key partners in Lambeth Council, the Health Service and the voluntary sector to take a holistic view of residents to provide a more efficient rent recovery service.
- We will work with partners to maximise benefits take up for residents through signposting and advice.
- We will take legal action up to and including eviction where tenants do not engage with us, where there is a history of broken agreements or where arrears have increased to an unsustainable level.
- We will take legal action where appropriate what ever the level of outstanding debt.

## **LEASEHOLDER SERVICE CHARGE ARREARS**

RPRMO is responsible for the collection service charges for leasehold property on Roupell Park in relation to the day to day provision of services including repairs and maintenance, but not charges in relation to major works and legal costs.

- Will focus on preventing arrears by providing leaseholders with the information, support and advice required to maximise their income and to prevent, minimise or manage debt.
- We will manage service charge collection in a pro-active way based on a strong emphasis on personal contact.
- We will seek to collect all service charges on the property during the financial year in which they are due.
- We will work with residents to clear arrears as quickly as possible in a way that is sustainable and maximises the likelihood of the debt being cleared but with the intension that all arrears will be cleared within the current financial year.
- Legal proceedings will be used as a last resort and only where no arrangements to pay service charges are made or where those agreements are broken.
- We recognize the needs of vulnerable people and will ensure that we work in a way that supports them to pay their service charges.
- We will work with key partners in Lambeth Council, the Health Service and the voluntary sector to take a holistic view of residents to provide a more efficient recovery service.

## **OTHER POLICIES**

RPRMO also has policies covering a range of other services and situations. These include -

- Child and Adult Safeguarding
- Recharges for works undertaken by RPRMC
- Compensation
- Procurement of goods and services
- Governance and the way in which RPRMC is organised and run

Full information on all the contents of this handbook is available on our website

[www.roupellpark.co.uk](http://www.roupellpark.co.uk) or on request.