

Background:

- The Community Participation Team arranged for members of the SENATE to visit Longwood Park in as part of the ESO Review exercise.
- As part of the regeneration scheme Longwood Park is now run by a non-profit organisation Parkside Housing part of Radian Housing Group.(appendix 1)
- Christopher Hartigan, Sue Peat & Vivianne Royal with Michael Polius & Jatty Randhawa, from the CPT, met with Tenants of Longwood Park.

The ESO Service

- Tendered on a three year contract to RER who provide gardening, grounds maintenance and cleaning services across the estate.
- As part of the specification with RER a minimum frequency and standards was agreed for all of the main activities.
- The Resident Service and Performance Panel will use this specification and standards document to help them monitor the work being carried out by RER to ensure that Longwood Park residents are receiving value for money.

What we found

- A well organised 'Community Led Group' who take pride in their environment.
- Although Longwood Park is part of the Radian Group they have developed their own way of working. As their performance is of a high standard and cost effective Radian allows the 'Community Led Group' to control all aspects of the running the complex.
- The Caretaking is monitored by the Residents following the Cleaning and Grounds Maintenance Specification. The duties and frequency is clearly set out so all involved parties are aware of what needs to be done and when: Gardening and Ground Maintenance; Cleaning and Caretaking – Communal Areas in High Rise and Low Rise Flats, Office Resource Centre and IT Centre.
- The Specification is set and kept to a high standard.
- Unscheduled checks are carried to ensure a high standard is achieved.

General

- They have a comprehensive newsletter covering all subjects: activities, helpful tips, quizzes, contact numbers, what and what not to do to avoid ASB by making the residents accountable, HOW ARE WE DOING? Table, recipes and surveys.

- Handyman employed by Radian is attached to Longwood Park 3 days a week to carry out day-to-day repairs within homes, communal areas and around the estate. Yearly checks are carried out within flats to find and repair unreported problems. This keeps the properties within the good standards expected. Having a Handyman is a cost effective exercise.
- There is very little ASB but with the aid of Tenants and (appendix 2) the Security Person all resources are used to find the culprits.

Summary

- Longwood Park has moved from having a poor reputation across Slough to a community where people enjoy living and where people want to come and live.

Service Charge

- Didn't have a breakdown but a service charge of £11.23 per week for a 2 bedroom flat in the high rise was quoted. This includes Caretaking, Security and Ground Maintenance.

Appendix 1 - Longwood Park is a resident-led housing association set up to provide excellent housing services and oversee the redevelopment and regeneration of the Common Road flats in Langley. The 4 tower blocks, in poor repair, have been replaced by 2 fully refurbished blocks looking as different on the inside as they do on the outside. In place of the other 2 blocks there is a whole new development of houses and low rise flats consisting of 341 properties.

The day to day running of the estate and housing services is led and monitored by a Community Board made up solely of residents. Residents have an estate office, resource centre for residents, new play and landscaped areas and a purpose built IT centre offering training and access to the internet for residents and other local organisations.

Appendix 2 – Security patrols the Estate and High Rise flats between 1700-0100 on a spontaneous schedule and will report all ASB to the local police.



Longwood Park

RER

part of
RADIAN

Cleaning and Grounds Maintenance Specification

In February 2011 Longwood Park signed a new three year contract with RER for them to provide gardening, grounds maintenance and cleaning services across the estate.

As part of the specification a minimum frequency was agreed for all of the main activities undertaken by RER.

Your Service and Performance Panel will use this specification to help them monitor the work being carried out by RER and ensure that Longwood Park residents are receiving value for money.

Gardening and Grounds Maintenance

Activity	Minimum Frequency
All communal grassed areas will be cut	Fortnightly April - September Monthly October - March
All communal grassed areas will be edged	Annually
All flower beds will be dressed with woodchips or similar materials and maintained throughout the year	Annually
All communal hedges will be cut	Twice per year
All communal pathways and patio areas will be swept and weeded	Fortnightly April – September
All roads and car parks will be weeded	Quarterly
All roads and car parks will receive weed treatment	Annually
All roads and car parks will be swept	As required

Cleaning and Caretaking

High Rise Flats – Communal Areas

Activity	Minimum Frequency
All communal floor surfaces will be stripped and re-sealed	Annually
All communal floor surfaces will be re-buffed	Quarterly
Ground floor lobby areas will be cleaned	Daily
All other lift areas will be cleaned	Weekly
Corridors outside of flats will be cleaned	Monthly
All walls will be washed	2 times yearly
Lift cars will be cleaned	Daily
Lift doors & door closure tracts will be cleaned	Weekly
To keep chute rooms clean and tidy	Daily

To keep rubbish chutes clear & ground floor bins in place	Daily
To keep stairwells clean and tidy	Fortnightly
To keep internal glazing in communal areas clean	Fortnightly
To keep internal lighting to communal areas clean	Fortnightly

Cleaning and Caretaking

Low Rise Flats -- Communal Areas

Activity	Minimum Frequency
All communal floor surfaces will be stripped and re-sealed	Annually
All communal floor surfaces will be re-buffed	Quarterly
All communal areas will be cleaned	Weekly
All walls will be washed	Two times per year
Internal glazing in communal areas will be kept clean	Fortnightly
Internal lighting to communal areas will be kept clean	Fortnightly

Cleaning and Caretaking

Office, Resource Centre and IT Centre

Activity	Minimum Frequency
To keep Resource Centre & IT Centre clean and tidy	Weekly
To keep toilets clean, tidy and equipped	3 times per week
To empty and clean all rubbish bins	3 times per week

If you would like to help monitor the services being provided by RER or have any comments about the standard and frequency of the cleaning then please contact the Longwood Park Housing office on 01753 590995 / ask@longwoodpark.org.uk and ask them to put you in touch with a member of your Service and Performance Panel.

{ 01753 592337 }
{ 07792 500837 } } Garrett

To help us make sure we are giving the same level of service to all residents we would be grateful if you could also complete this section of the form. This is **optional** and will only be used for monitoring purposes.

Sex: Male Female

Age: 18-25 26-35 36-45
46-55 56-65 Over 65

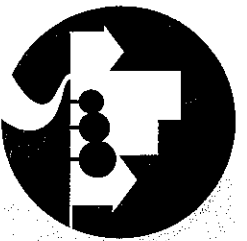
Do you consider yourself to have a long-term illness, disability or infirmity?

Yes No

Ethnicity:

<input type="checkbox"/> White – British	<input type="checkbox"/> White – Irish
<input type="checkbox"/> White – Other	<input type="checkbox"/> Mixed – White & Black Caribbean
<input type="checkbox"/> Mixed – White & Asian	<input type="checkbox"/> Mixed – White & Black African
<input type="checkbox"/> Asian or Asian British – Indian	<input type="checkbox"/> Asian or Asian British – Pakistani
<input type="checkbox"/> Asian or Asian British – Bangladeshi	<input type="checkbox"/> Asian or Asian British – Other
<input type="checkbox"/> Black or Black British – Caribbean	<input type="checkbox"/> Black or Black British – African
<input type="checkbox"/> Black or Black British – Other	<input type="checkbox"/> Chinese
<input type="checkbox"/> Other (please specify) _____	

Please return completed form to Longwood Park Estate Office, Ground Floor, Byron House, Common Road, Langley SL3 8TN. You can either hand it in during surgery times, drop it through our letterbox or post it to us.



Longwood Park

Job Number: _____

Date: _____

Repairs Satisfaction Survey

To help us improve the repairs service you receive we would be grateful if you could complete this short survey form and drop it into the estate office on the ground floor of Byron House.

As a thank you for anyone that returns one of these surveys we will put all the completed forms in a hat and every 3 months we will draw out one lucky winner who will receive **£25 of shopping vouchers**.

1. When you reported the repair to Radian Services was your telephone call handled politely and efficiently?

Yes No

If 'No' please give details below so we can improve the service:

2. Were you offered an appointment at a time that suited you?

Yes No

3. Did the contractor turn up on time?

Yes No

4. Was the repair completed on the first visit?

Yes No

5. If 'No' were you told why it couldn't be done and when they would come back to complete it?

Yes No

6. Were the people who carried out the repair professional, polite and helpful?

Yes No

7. Did they leave your home clean and tidy after carrying out the repair?

Yes No

8. Are you happy with the quality of the work?

Yes No

If 'No' please give details below so we can improve the service:

9. Overall have you any other suggestions as to how we can improve our repairs service?

If you would like a copy of this leaflet in large print, audio or Braille, or you'd like it in another language please let us know by calling **01753 590995** or dropping in to the Longwood Park Office.

Floor surface standards from Longwood Park High Rise flats - Langley

