



TENANT CONFERENCE

Our Biennial Tenant Conference was held on Saturday 17th October 2009, at our community Hall in Edmonton and was attended by thirty residents from across all the four Boroughs, who all received a £10 Tesco Voucher. There was a good mixture of supported housing and general housing tenants which included a number of young people from the Foyer.



The theme of the conference was 'Setting Local Standards – What's important to you?' There were four workshop sessions and ideas and suggestions from these sessions will be used to look at setting our standards.

In the Anti Social Behaviour session (ASB) we discussed:

Dealing with SORN and abandoned vehicles left on estates and residents leaving rubbish out for collection too early; the use of CCTV and working with the Police and other agencies,

Security issues such as – residents leaving communal gates and doors open and unknown visitors on the estates.

The Resident Involvement session concluded that:

All Conferences and Forums should be local;

Younger people felt that they were often not listened to and a way to combat this would be to establish a Young People's Committee,

Residents liked the newsletter.

The Repairs and Maintenance session identified that:

There were still problems getting through to the repairs line and they felt that system improvements and a greater capacity at peak times should be investigated;

Messages left by residents should be responded to quicker;

Residents preferred a personal response rather than the Emergency service being manned;

Repair jobs should be allocated more precise time slots and that residents should be advised of job progress with a timescale and a single point of contact for all,

Emails should be given priority and a handyperson used for smaller jobs.

The **Estate Services** session felt that:

grounds maintenance operatives should have specialist knowledge of gardening and that tenants would like to be involved in small scale garden design projects;

There was a general feeling that estate services staff should be courteous and dedicated to particular tasks and have a personal touch,

There should also be an ongoing tree programme for all our estates.

Thank you to everyone who attended and helped to make the day a success – it was good to have the opportunity to meet you and listen to your views. We will be using the information to help us set local standards.

We hope you all enjoyed the day!

