



NORTH
LANARKSHIRE
FEDERATION

Tenant Led Inspections (TLI) Survey Findings

August 2007

Introduction

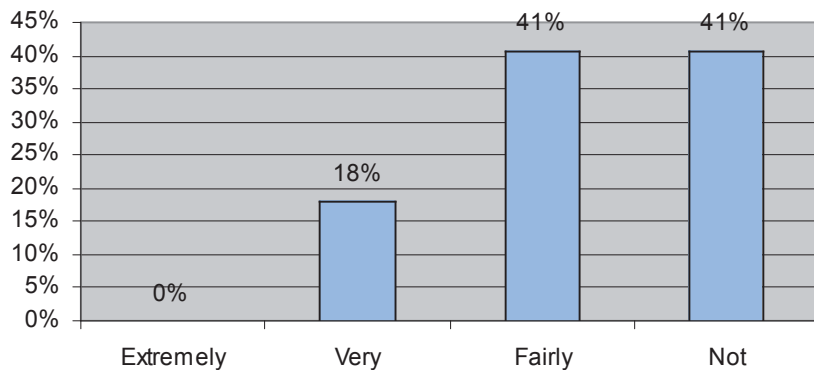
In order to effectively represent its members on the Continuous Improvement Group meetings regarding Estate Management, the North Lanarkshire Federation (NLF) surveyed its members. The aim of the survey was to gain a better understanding from all areas about how Tenant Led Inspections/ Estate Walkabouts are operating.

Between July and August 2007, NLF wrote to 59 groups in North Lanarkshire asking them to complete a survey and send it back. The survey used closed ranking questions to gauge levels of satisfaction and open questions to allow for groups to expand upon their answers. 25 groups responded to the survey which represents a return rate of almost 50%. There were 13 responses from the North Division (5 Airdrie, 6 Coatbridge and 2 Cumbernauld) and 12 responses from the South Division (5 Motherwell, 7 Wishaw & Shotts) highlighting that the findings represent opinions across North Lanarkshire.

Four responses were disregarded as the groups have not had a Tenant Led Inspections. This report presents the findings of the survey with the aim of encouraging further discussion and working in partnership to develop the service further.

Question 1. How satisfied are you with the current system?

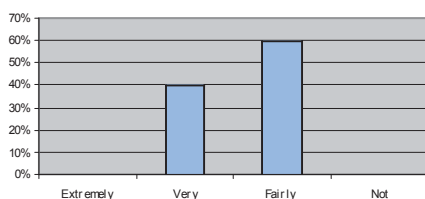
Chart showing satisfaction rates at current system of TLIs (Q1)



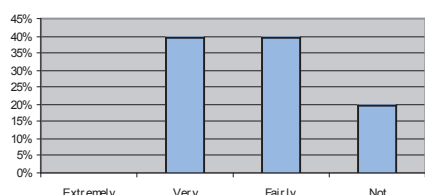
Comments & suggestions made:

1. We are at present seeing the benefits of the system but we would like to see more publicity to advertise to all residents in the areas
2. Would prefer it if more departments could find time to take part in walkabouts
3. Tenant Led Inspections are a great thing if everything that you had brought up with your area was carried out

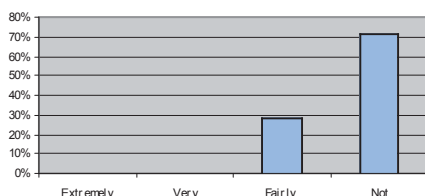
Q1 Coatbridge



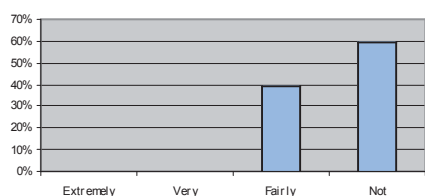
Q1 Airdrie



Q1 Wishaw

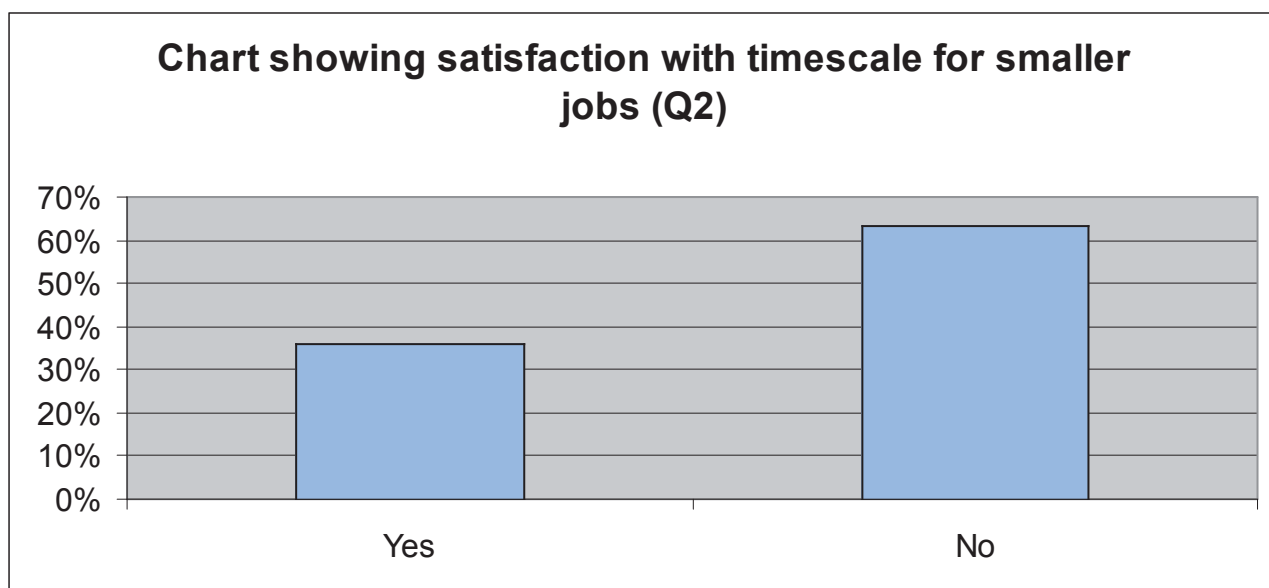


Q1 Motherwell



4. Feedback was received very late
5. Lots of room for improvement
6. Achieves nothing
7. Timescale of the action plan was April. Feedback from housing office in June, update today after five phonecalls I find I require to contact many other departments myself. Committee who attended June update concur that information on other departments was sketchy.
8. TLIs could be done on a more frequent basis
9. Was quite impressed with the way the Area Manager conducted the walkabout
10. There is not a lot getting done
11. As with everything associated with NLC there is no-one to complain to if our requests are ignored. They are a law unto themselves and any scheme to improve tenants lives will fail if no sanctions can be imposed on NLC officials who are incompetent or obstructive
12. We feel two tenant led inspections a year is not enough
13. Communication from housing Dept is poor. Last update received 23/03/2007
14. Waste of time and breath we are leg weary walking about the area pointing out many various things that need attending to. No one takes any notice or listens. Very little has been done in any area

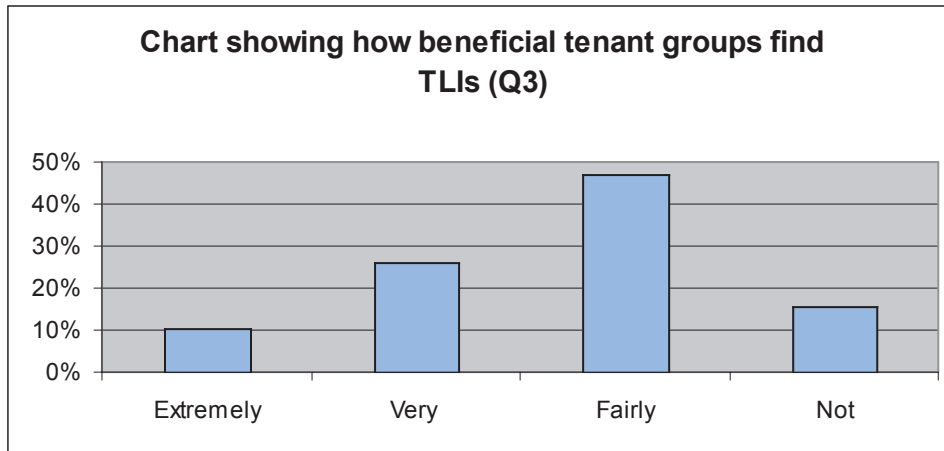
Question 2. Do you think the smaller jobs are completed within a reasonable timescale?



Comments & suggestions made:

1. Mainly Yes but we do have one small job which seems to be missed despite being raised at each walkabout- rubbish being left at certain area
2. Most of the work identified is done
3. No- jobs are not completed within the timescale that the council provided
4. Jobs still take too long
5. Housing Repairs/Maintenance dealt with fairly quickly
6. Most jobs are not completed by the time the next walkabout is due
7. Still trying to get small jobs done from 2005
8. Feel a number of jobs which should be dealt with quickly are having to be brought up continually
9. (No. Tasks not completed). Examples- missing drain covers not replaced, lighting for area not done, street signs not completed
10. (No. Tasks not completed). Rubbish still lying about everywhere you look. Needs attended to on a regular basis i.e. grass lies everywhere, weeds have taken over in every lane and street. Rubbish continues to be dumped everywhere. No-one cleans up

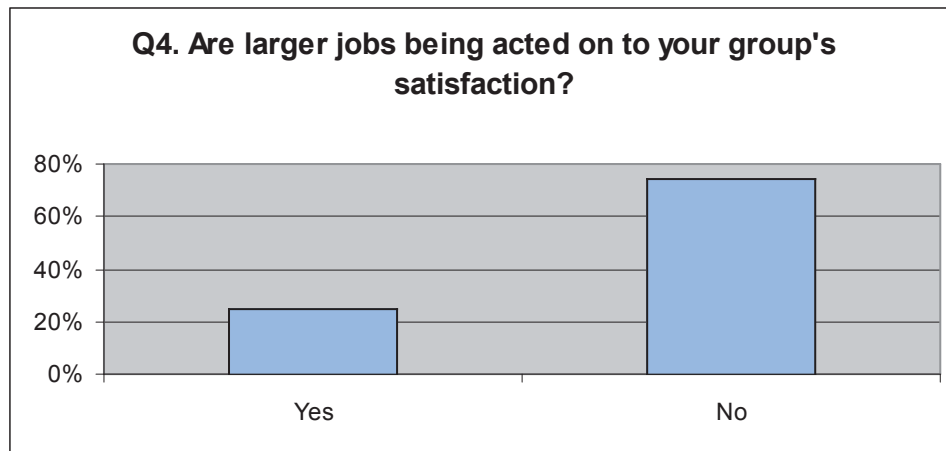
Question 3. How beneficial do you find tenant led inspections?



Comments & Suggestions made:

1. We feel that despite best efforts there are still a lot of residents unaware of the practice and this lack of knowledge needs to be addressed
2. It saves the committee time from having to contact different departments to have work done and gives a clear contact point for problems
3. If it was actioned it would be a good thing
4. Seems to be a paper exercise
5. Due to lack of feedback there it is hard to identify any progress
6. Notes are taken by the council official on the walkabouts and passed to the appropriate departments, but actual action is not being taken
7. We had one in 2006. It was quite fruitful
8. But still not a lot being done
9. Speaking from past TLIs nothing major has been done. I have only had one TLI since a change on the committee
10. If problems were solved quicker it would be very beneficial
11. We are beginning to doubt the efficiency of these inspections. On each inspection our members brave the elements (during their own time) to accompany officials (during their working day) to identify areas of concern. Increasingly we are realising that very few of the matters identified are actually acted upon
12. Numerous notes are taken at the time, wonders are supposed to happen- nothing does. Even on the surface things don't look any different the only places that appear to look good are at the park the pensioners hall and next to the local MPs office

Question 4. If larger jobs/projects are noted on the action plan, are these being acted on to your group's satisfaction?



Comments and suggestions:

1. We are kept informed of how the jobs are progressing but have occasionally been given conflicting reports about budget availability
2. We still await the outcome of process. At present we have received no complaints regarding upgrade works
3. I feel in our area we have been left out of things when some areas seem to get everything done
4. No timescale was given nor was the size of job recorded
5. Letters to appropriate departments on bigger issues are not being acknowledged, copies sent to councillor received replies however
6. It takes some departments forever if at all to act on long term jobs- money is always the problem
7. The two things that we wanted done have been done. Plenty more to do
8. Nothing Done
9. Tenants are asking for all kinds of work to be done but nothing is happening
10. We would like to see jobs reported acted upon more quickly
11. Just two of the many examples include: work which is not being completed e.g. roofs- lack of funds being the excuse. Flooding repeatedly reported and not dealt with.
12. Nothing has been done regarding roads, lighting, drainage, parking on pavements in certain streets, speeding, road crossing

Any Other Comments:

1. We as a group are fairly satisfied with the current practise but are a little concerned about dated being changed at short notice. We would like the current practice strengthened even if this means each area only having one walkabout per quarter year.
 2. We think the North Lanarkshire Federation should approach the council to ask them to publicise TLLs in all local papers, explaining their purpose and have opportunities for all residents can be involved on a one off basis. Then the local T&R groups could put hand bills in local shops for a week before the visit advising residents to notify any member of the group about their concerns. This would boost the responses and should give a true picture of problems in the areas. NLC would be seen as giving everyone the opportunity to have their say
 3. Graffiti/Fly posting on now council property. We have an excellent service in removing graffiti from council property, the council has just concluded an agreement with virgin mobile to clean their equipment. Could the Federation encourage NLC to pursue further agreements with Scottish Power & Post Office to remove graffiti from their property as this has been the main cause of annoyance/concern.
 4. We have only had one inspection in May this year. We did not receive the compiled list for 5 weeks although they said it would take 2 weeks. On checking the list some of the issues and problems raised on the day were missed. Only three issues were dealt with two immediate issues still have not been dealt with. ON trying to contact members of the council who did the walkabout we were informed one was on six weeks holiday and the other had moved departments. We have emailed the said member of council staff pointing out the missed issues and asking for our request to be passed to whoever is now dealing with it. To date we have had no response.
 5. Too much time between walkabouts
 6. A box for urgent or dangerous repairs should be considered. Dangerous roads in an area where children play took 6 weeks in spite of Councillor intervention. Man hole cover on a pathway (3 weeks) to replace with councillor involved from day of report.
 7. Feedback is not happening with timescale stated, and it is left to tenant groups to chase up
 8. The date of the walkabout was 18/06/07 that was done and we were not notified about it
 9. Cutting grass and workmen not tidying up after themselves nor properly finishing the job
 10. We as a tenants group feel that we are reporting problems to the council but unfortunately have to keep phoning departments on occasions to chase them up. This should not be the case
 11. What are the remits of the community wardens? Is there an overlap with estate walkabouts?
 12. No-one from the departments takes any notice of our letters or phonecalls that are made.
-