



NIGHTINGALES TENANTS ASSOC
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LOCAL MANAGEMENT AGREEMENT TO COVER GARDENING, CLEANING & RUNNING REPAIRS AT NIGHTINGALES, HORSHAM RD, FINDON

Summary:

The Nightingales Tenant's Association (NTA) was set up by tenants in September 2020 when we explored how we could achieve more control over the services we receive and influence over council policies which directly impacted upon them. Resident members were disheartened by what we saw as the ongoing deterioration of services such as block cleaning, grounds maintenance and repairs. We had also received notification from the Council that in future tenants could no longer keep pets in their homes if they didn't have access to private gardens. Many neighbours have found this extremely upsetting as many residents have pets, live on their own and draw much physical and mental benefit from the presence of pets.

Nightingales Tenants Association represents over two thirds of tenants and our objectives are to provide high quality services, as detailed below, that respond to tenant's needs, to ensure key council policies are tailored to meet the needs of scheme residents and to strengthen the community by encouraging and supporting involvement in various onsite initiatives. It is our intention to provide additional benefits to residents to improve everybody's enjoyment of living at Nightingales.

Location

Nightingales is a sheltered scheme which comprises of one block of 31 dwellings, a communal lounge and surrounding grassed and hard standing areas. Currently there are 36 tenants, three are currently absent for health reasons. It is located in a semi rural position in Findon, although it is identified as a sheltered scheme for persons over 60 years of age, there is not an onsite warden service. Careline (a pull cord alarm system in each dwelling) is available to tenant. All residents are tenants of Arun District Council.

Scope

We propose that the following services will be provided by the NTA:

1. Grass cutting, lawn care, hedge trimming and general ground maintenance. Weeding and clearing flower beds and other planted areas. Trimming shrubs. Sweeping and clearing paths and car parking bays.
2. Interior & exterior block cleaning including all communal areas, laundry room etc.
Window cleaning inside and out in communal areas
3. Routine repairs and maintenance to interior and exterior of occupied dwellings
Routine repairs and maintenance to the interior and exterior of common parts of flats
Routine electrical repairs to occupied dwellings
Routine electrical repairs to communal areas

Your Tenants Association propose, wherever possible, to engage local trades, businesses or suitably qualified individuals to carry out these services.

- A. Cleaning: We have already reached out to local cleaners and cleaning companies in the village for quotes for a minimum of six hours cleaning per week after an initial deep clean

B. Repairs: We propose to engage a local handyman service skilled in plumbing and electrics to attend for a couple of hours per week to handle the day to day repairs. Overnight and larger repairs will be handled by a local Property Maintenance company. C. Garden Maintenance: Regular grass cutting will be undertaken by a local grass cutting firm supplemented by Gary Scott. We propose encouraging tenants to look after the flower beds by funding a tenants' garden club. Annual hedge maintenance will be undertaken by a local contractor.

Control & Monitoring:

These tradesmen will be monitored on a very regular basis by the Tenants Association and we will encourage neighbours to give their feedback on all the services we receive. We will provide customer satisfaction forms for residents to return after any repairs to their flat, and these will also be available for the communal work also. The satisfaction forms together with the worksheet will be uploaded to Arun District Council monthly. ADC will retain oversight and compliance.

We must stress that this Local Management Agreement in no way impacts on your status as a tenant of Arun District Council, nor will the NTA be party to any residents' personal information. You will contact the NTA in matters relating to Cleaning, Gardening and Routine Repairs only. You will still contact K & T for heating, and our housing officer for all other matters.

Reasons:

Your Tenants Association have decided on this Local Management Agreement (LMA) in order to improve the standards of cleaning and gardening and to provide a speedier repair service than Arun can offer at this time. We believe that the efficiencies in the service we will control can enable us to help neighbours make savings and at the same time improve our homes and make Nightingales somewhere we can all be proud of.

Benefits:

- We propose to include exterior window cleaning to ALL flats within the cleaning budget.
- We also intend to switch all flats bathroom lights to LED as and when they need changing.
- We will also aim to have the communal carpets cleaned at least once a year.
- In the longer term we propose to add WiFi throughout the building and,
- if possible, install solar panels to reduce our service charge costs.

These proposed changes will not involve residents in any additional cost, indeed as outlined above, our intention is to save our neighbours money while making improvements in all areas. The cost of these services is covered by the financial allowances paid to the Tenants Association by Arun District Council based on their figures for average costs over the preceding five years. We have examined the figures and compared this with costs from local trades, and we are confident we can provide a better service within the budget provided.

There are two other non-financial elements to the LMA, which form part of the agreement.

- a) First floor tenants who, for medical reasons, need to move to a ground floor flat will be given first refusal on a flat here, when one becomes available, if they are on the transfer list.

b) Tenants will be able to seek permission from Arun to keep a pet, and such permission will not be unreasonably withheld, and certainly not withheld because of a lack of private garden.

As you will see from the consultation letter from Arun District Council they support this proposal and they will retain oversight and ensure compliance in everything we do. They are also assisting us in the various elements of training that your NTA committee have to undertake. We are very grateful to them for their support.