



**Eastbourne
Homes**



RESIDENT INFORMATION PROCEDURE



Updated: 12/11/2014



INTRODUCTION

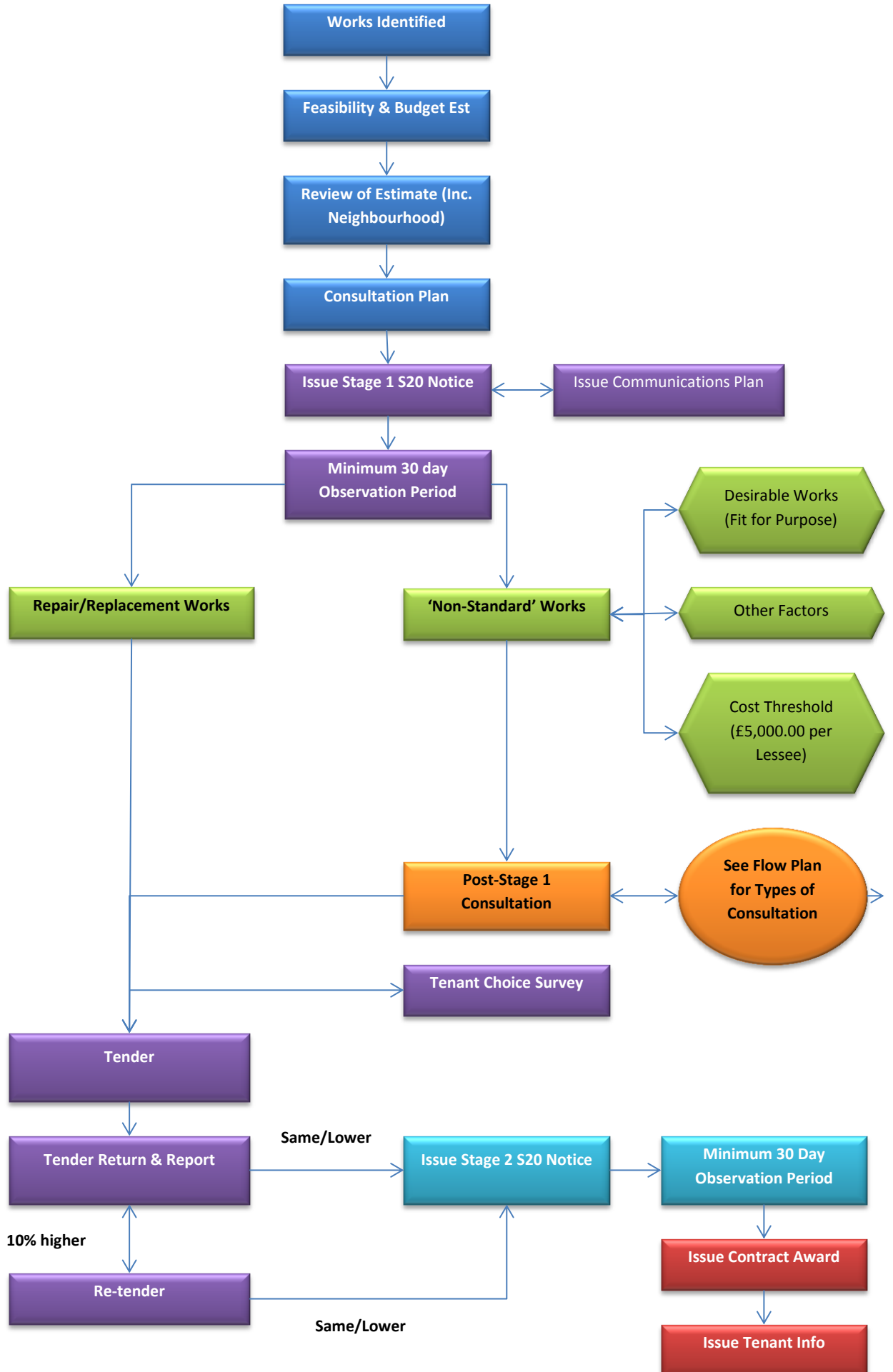
The following flow diagram and checklist illustrate how Eastbourne Homes Ltd (EHL) will plan and deal with structured communications with all residents likely to be affected by proposed works. This is in addition to statutory consultation which is carried out in strict accordance with legislation (section 20; Landlord & Tenant Act 1985, as amended). Statutory consultation remains unchanged.

EHL recognise that residents may have concerns over the extent and costs of works. It is hoped that a clear and concise communication plan for each project may give an understood vehicle for expressing these concerns.

We have defined works as 'standard' and 'non-standard'. For the former, the works proposed will be straightforward repairs, replacements and redecorations (planned preventative maintenance) and the consultation will be more in the form of information exchange. For the latter ('non-standard' works) we will give genuine voice where there are options and/or choices available.

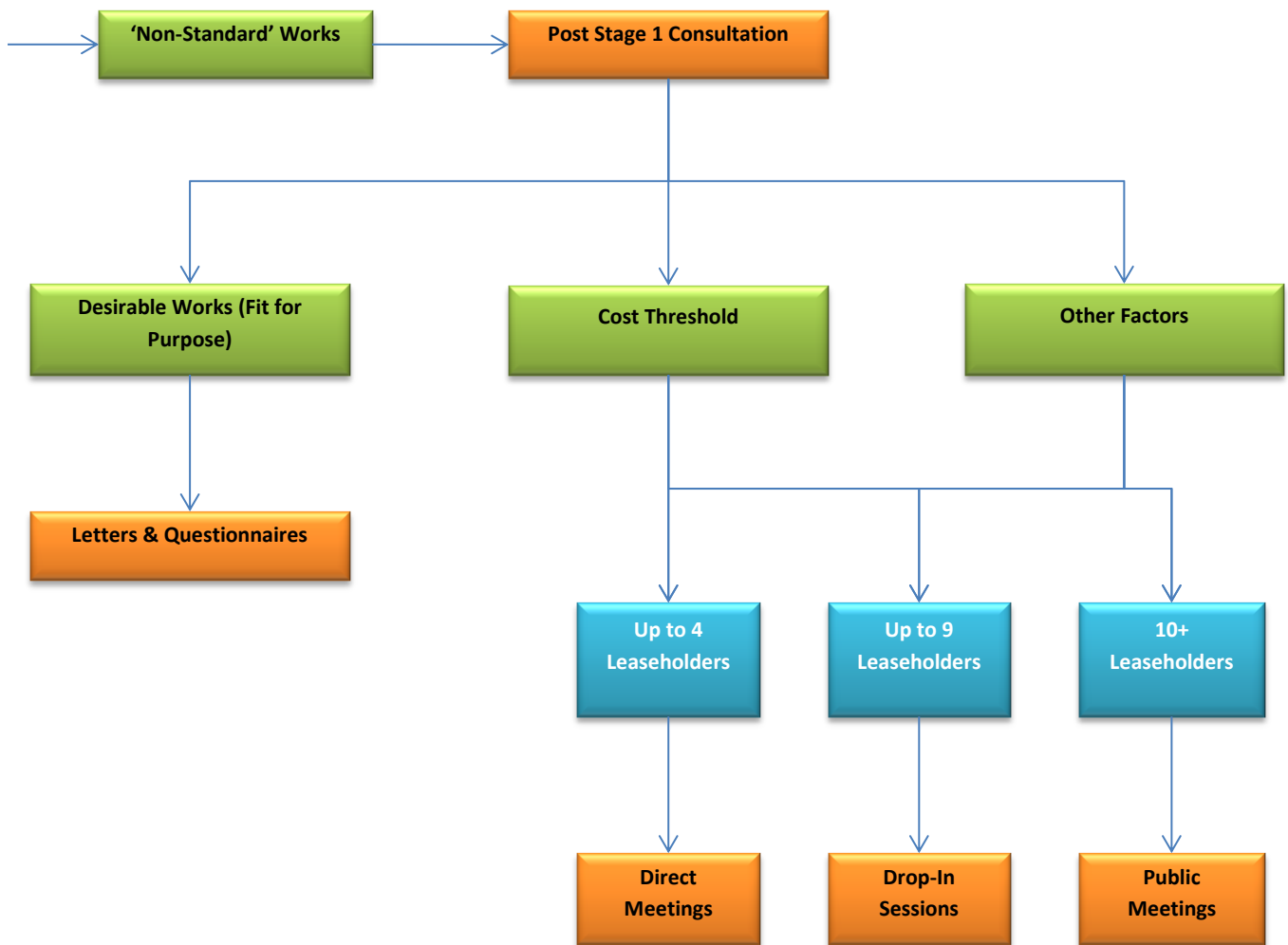
RESIDENT INFORMATION PROCEDURE

Procedure Overview



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Post Stage 1 S20 Consultation Procedure



RESIDENT INFORMATION PROCEDURE

Terminology / Definitions



Item	Terminology	EHL Definition
1	Repair/Replacement Works	'Standard' cyclical repairs, replacements and redecorations carried out to maintain and protect the building from deterioration.
2	Repair	An element which is maintainable and economic to repair.
3	Replacement	An element which is changed because it is considered beyond economic repair.
4	Economic Repair	Consider cost of repair v cost of replacement. Consider future maintenance costs.
5	'Fit for Purpose'	An element which is capable of satisfying its' primary function, is still in a serviceable condition and is capable of remaining so for a 7 year cycle.
6	'Desirable'	When an element is fit for purpose, and capable of remaining so for the 7 year cycle, but preferred options are available (e.g.: replacing repaired floor tiling with new vinyl sheet to improve aesthetics).
7	'Other Factors'	Requests received by Neighbourhood Management and other agencies (e.g. Anti-social behaviour) or in response to major incidents (e.g.: Hurricane).

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CONSULTATION PLAN

This checklist (based on the attached flow diagram) is to be completed by the Officer responsible for the project. It will identify if consultation in addition to statutory consultation is required.

Address		
Works		
Feasibility/Budget Estimate prepared (date)		
Reviewed with Housing Management (date)		
How many leaseholders are affected by the proposal		
Estimated cost/leaseholder	(Is the cost over threshold? Yes/No)	If Yes, go to Type B
Are there any <i>Desirable</i> works proposed? (Yes/No)	List:	If Yes, go to Type A
Are there <i>Other Factors</i> to consider? (Yes/No)	List:	If Yes, go to Type B

ADDITIONAL CONSULTATION TYPE A	Letter
	Questionnaire

ADDITIONAL CONSULTATION TYPE B	Direct meeting (individual)	If there are fewer than 5 leaseholders affected by the proposal
	'Drop-in' session	If there are more than 5 leaseholders affected by the proposal
	Public meeting	If there are more than 10 leaseholders affected by the proposal and there is demand

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COMMUNICATIONS PLAN

ADDRESS	
WORKS/ PROGRAMME	

This Communication Plan outlines the contact residents whose property is affected by planned works can expect, how and by whom. It is to be read in conjunction with the project Consultation Plan. The plan is for ALL residents and is supplementary to formal leaseholder consultation requirements.

ACTION	NOTES	HOW	WHO
Consultation Plan	The consultation plan should be in place and implemented.		
Choices	What choices are available? Works? Materials? Colours?	By questionnaire and/or specific choice form.	Neighbourhood Officer
Pre-contract Notification	To inform residents of possible contractor visits to measure-up.	Standard Letter.	Asset & Capital Works Team
Contract Notification	To inform residents of works contract award	Standard Letter.	Asset & Capital Works Team
Contractors' Introduction	To outline the works programme, hours of work and to give contact details.	Joint letter from contractor/consultant. Contents are specified.	Contractor/Consultant
Contractors' Notification	To give residents notice of specific works to their property.	7 day written notice followed by verbal confirmation. Notice methods are specified.	Contractor
Resident Liaison	Have residents been given details of Resident Liaison Officer and complaints procedures?	To be included in introductory letter. Methods are specified.	Contractor
Resident Feedback	To gain the views of residents, learn any lessons and apply to future practices.	Standard Questionnaire.	Asset & Capital Works Team

CONTACTS LIST	<i>(Please fill this in with relevant information and keep).</i>
Contractor:	
Resident Liaison Officer:	
Consultant:	
Neighbourhood Officer:	
Project Leader:	