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Major Works Putting Residents First Update



Asset Management, Housing and Modernisation Department



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Putting Residents First



- The original Putting Residents First (PRF) standards were introduced in 2012 as formal criteria for consultation during major works. The standards were reviewed and updated in 2015 by a panel of tenants and homeowners.
- The introduction of PRF led to improvements in resident satisfaction
- We have recently made a number of changes to our procedures, including a new 'Frequently Asked Questions' leaflet and asking residents to complete a short survey about the condition of their home and block in advance of the start of the project.
- We also invite ward members, the Tenant Management Organisation/Tenant & Residents Association and Resident Project Group members to an estate walkabout to review the initial feedback and pick up further issues.
- We believe now is the right time to fully refresh the PRF standards and processes, in close consultation with residents and other stakeholders to bring even more improvements to residents satisfaction levels and experience of major works.
- This Review will seek to give residents the fullest confidence, satisfaction, and sense of meaningful participation in major works projects.

Why does it matter?



- The council is committed to investing in its homes and estates to ensure they are in good condition and great places to live.
- Only by working together with our residents will we get this investment right.
- Our homes are not just council homes, they are most importantly, your homes. That is why it is essential that the people like you who live in council homes have a real say over the work undertaken them, including effective ways to make sure work is done to a high standard.
- The works we do to our, and your, homes are paid for either through tenant rents or homeowner service charges. That is why it is also essential that our tenants and homeowners are able to scrutinise whether work is good value for money.

Next Steps



- We would like a tenant and leaseholder representative from each of the five Local Housing Forums to join us as part of a Task & Finish Group to help us work on the PRF Review and refresh our approach to major works engagement.
- Volunteers will take part on a small number of virtual meetings starting in September and spread over no longer than 3 months. The actual number of meeting and duration of the process will be agreed by the residents taking part.
- Anyone interested in taking part please send a private message to Sinan Kepil by selecting this name next to 'To' in the chat function, followed by your name, email address and phone number. (Only the host, Sinan, will see your details, not anyone else in the meeting.)
- We will contact those who put themselves forward in the coming weeks with information on next steps



THANK YOU
ANY QUESTIONS