

# Swan's Residents' Conference 2009

Over 80 of you came to the 2009 Resident Conference at West Ham's Football Ground, on Saturday 13th June 2009.

The theme was "Participate in Swan's Future" and you came from right across Essex and East London to do just that.

You were consulted on how we should monitor our ASB (anti-social behaviour) cases, how we could improve our Suggestions Scheme and the Resident Involvement and Community Development Strategy.

There was a presentation on Swan's achievements followed by a question time panel which gave you an opportunity to ask Swan questions based on the workshops and the presentation, this was followed by an introduction to our new Equality and Disability Scheme.



#### We also launched some new initiatives:

- The Tenant and Leaseholder Hand Books - these will be on your door steps soon
- The Asset Management Repairs Partnership
- The Tenant Reward Scheme - Swan Tenants Are Rewarded (with a STAR Card)

As promised, below are responses to those questions we were unable to answer on the day due to time:

#### Question: Do Swan, or how can Swan find out specific interests of residents to focus resident involvement?

We will be using the results from our resident profiling exercise to encourage involvement from all our residents, to target and improve our services.

#### Question: What will Swan do to improve communication, feedback to residents and improve information flow?

In addition to the Communicator we use the internet to promote all services, we are looking at updating our text service so that we can receive and send text messages to residents. Dedicated email addresses are established for service areas and we use leaflets to feed back on specific issues.

#### Question: ASB, What is Swan doing to gather evidence on ASB cases and how are you working with other agencies, to feed this information back to residents?

Swan records cases of anti social behaviour on our Database. We gather evidence in a number of ways,



including door knocking the properties where ASB has occurred, we also use professional witnesses in some cases and work with the police and safer neighbourhood teams. In many cases we work with other landlords, the local Council and also the Environmental Health Team.

Residents who have complained about ASB will have regular updates from staff as to what action is being taken and what further action may be needed. Swan also publicise actions.

#### Question: What are you doing for Leaseholders?

We are currently developing two leaseholder forums in London and Essex if you wish to join please contact the Leasehold Team on **0845 6124700**.



**Question: Will Swan introduce Residents Outings?**

Swan provides financial support through the Community Grant to local groups to organise trips for residents in their local area.

**Question: How can Swan improve communications regarding the length of time the repair will take once it is reported?**

Axis is investing £3million on upgrading its IT system. This will allow them to be alerted when repairs could potentially be running late. As part of the improvement we are also looking to introduce text messaging to keep residents informed about their repairs.

**Question: How can we better communicate on ASB with Police and Swan?**

We would ask that any resident who has concerns regarding ASB contact the local Neighbourhood Housing Officer who can give advice.

However, if residents want to get more involved with their local police they should contact them directly to find out when the next community meeting is being held. At these meetings the public can discuss their concerns about ASB and get to 'set priorities' for the local community police officers for the forthcoming month.

Swan have established surgeries in some areas to give residents the opportunity to meet staff and police and report any incidents and we are looking to roll this out to benefit other areas.

**Question: What are you doing for 11-16 year olds?**

Swan currently runs a number of community development projects targeting 11 to 16 year olds which are widely publicised.

**Question: When are Axis going to start asking for phone numbers?**

Axis do not need to ask for telephone numbers as they are displayed on the screen when the call is made.

**Question: Why are ASB complaints not dealt with properly and in time?**

Swan has an agreed timescale for dealing with cases of ASB. If you feel that your case has not been dealt with properly then please contact the Neighbourhood Services Manager, who will review the case and ensure that you receive a response.

If you then feel that Swan has not dealt with the case properly or in time, you can put in a formal complaint.

**Question: What can be done to make sure new residents treat their property correctly and behave?**

At all sign ups, the terms of the tenancy agreement are explained in detail so that new tenants are aware of their rights and responsibilities and what is expected of them.

New residents receive a visit after they have been in their property for 4 weeks.

These visits are used to ensure the tenant has settled into their new home and to help support them if they have any outstanding concerns.

We also assess whether residents are treating their homes correctly and we use this opportunity to discuss any breaches of tenancy.

**Question: Can you give us more information about the resident's repairs Quality Panel and what involvement residents have?**

We aim to ask residents to get involved with quality checks, policy and procedures together with the specification of materials. Not all residents will want to be involved in all aspects and a recent workshop was held to explain the involvement. If you would like to join the Panel and be involved in the next workshop please contact the Resident Involvement Team on **01277 844242**.

**Question: How is Swan supporting elderly residents when reporting ASB?**

All reports of ASB are totally confidential; the persons details are not disclosed. Any resident who reports serious ASB will receive advice and support. The type of support varies from case to case. In some cases we can arrange with the police for any calls received from the complainant to be dealt with urgently.

**Thank you...**  
 To everyone who got involved and gave their suggestions and ideas. This information is invaluable to us and helps us to improve and deliver better services to you.

**If you would like to get involved...**

please contact the team on **01277 844242** or by email at **Involvement@swan.org.uk**