

Schedule 7

Estate management principles

SCHEDULE 7

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1. The RP will manage the Regeneration Site so as to provide a full tenure blind service with clear service standards agreed with all residents to provide integrated services across the Regeneration Site.
2. The RP will provide a unified management service to the whole of the Regeneration Site and services to communal areas and open spaces and a full management service for Tenants.
3. The RP will be contactable either through L&Q's dedicated customer service centre known as L&Q Direct, by letter or at its local office.
4. The RP will develop a clear set of neighbourhood service standards in consultation with residents and stakeholders by December 2013 (in accordance with and subject to any changes to or delays to the Master Programme) which will outline how the services will be provided and this will be monitored by the Dollis Valley Partnership Board (see Schedule 17).
5. The RP will be committed to ensuring that value for money is obtained in the delivery of services and the setting of service charges.
6. The RP will be responsible for selecting a contractor to provide ground maintenance (external) services and for providing a caretaker service.
7. The RP will set (and review on an annual basis) targets through consultation with residents and the Dollis Valley Partnership Board for the standards developed pursuant to paragraph 5. The RP will set these targets by December 2013 (in accordance with and subject to any changes to or delays to the Master Programme). The RP shall provide the residents and the Dollis Valley Partnership Board with access to the RP's neighbourhood committee to feedback on the RP's performance against these targets.
8. The RP will enforce regulations based on the service standards and, where applicable, these will be included in good neighbour agreements, leases or tenancies as appropriate.
9. The RP will consult regularly with residents about local management and community ownership options and will implement these initiatives where appropriate.