

Community Management Officers



- ❑ **The Community Management Service** is delivered and managed by Tai Cymdogaeth

It consists of up to 5 Community Management Officers, **previously known as Community Wardens**. They are managed by a Senior Community Management Officer and are based within the Tenancy Management Team

Their Role

The Community Management Officers carry out regular site patrols to ensure that the estates are in good condition, and to identify any problem areas

They are also an 'on site' point of contact for residents who want to speak in confidence to a member of staff about any issue concerning their home, their neighbours or the neighbourhood

Their work includes:

- ❑ Regular site inspections
- ❑ Reporting defects to the Estates and Facilities Management Department
- ❑ Arranging for vandalised property to be repaired
- ❑ Arranging for graffiti to be removed
- ❑ Arranging for rubbish and fly-tipping to be removed
- ❑ Monitoring the quality of council services such as litter-picking and road sweeping
- ❑ Reporting and arranging the removal of fire hazards
- ❑ Checking the security and lighting in blocks of flats
- ❑ Monitoring the security of empty properties
- ❑ Monitoring the condition of communal and private gardens
- ❑ Reporting and ticketing abandoned or untaxed vehicles
- ❑ Visiting victims of crime / anti-social behaviour to assess security
- ❑ Reporting and arranging the removal of abandoned animals
- ❑ Acting as a professional witness in cases of anti-social behaviour

How often will a Community Management Officer visit my area?

- ❑ We aim to visit and inspect every site on either a twice-weekly, weekly, monthly or quarterly cycle (A list of sites showing the proposed visiting cycle is attached)

The performance of the team will be monitored against this target

However, it is important that the service retains the ability to be flexible and respond to changing situations. The service therefore may be varied in response to particular problems

In addition to the site inspections, Community Management Officers may attend site to:

- ⇒ visit an individual resident

- ⇒ respond to an emergency
- ⇒ secure an empty property
- ⇒ monitor a particular situation

On estates with a voucher parking scheme, we will aim to attend on a weekly basis to ticket unauthorised vehicles

- When your regular Community Management Officer is absent, the service will be provided on a responsive/emergency basis only

How will Community Management Officers carry out their site inspections?

- Community Management Officers will do their scheduled patrol by walking the site.
- Supplementary, unscheduled or emergency visits may be carried out on a 'drive-through' basis
- They will complete an inspection report for every site visit
- They will report problems to the appropriate authority and monitor on subsequent visits
- Community Management Officers will carry out site inspections with Tenant Volunteers, Board Members, Tenant Inspectors, the Police, Tenant Representatives, members of other departments and others as appropriate
- They will liaise with the Police, the local Crime and Disorder Partnership and other agencies to resolve estate management problems

What information will we receive?

- On request, we will tell any resident when the last site inspection took place
- We will monitor performance and standards on a regular basis, report the results to residents and our Board of Management, and seek continuous service improvement

We will publish annually:

- ⇒ The number of site inspections undertaken
- ⇒ The performance of the team against the inspection targets

- We will consult with residents regarding the service they receive, and if any significant changes are proposed to the service

How will I know who my Community Management Officer is and how to contact them?

- Community Management Officers will always wear the approved uniform and name badge and will produce ID on request
- You can contact the Community Management Officers by ringing the **Tenancy Management Team** on **01792 646626**. They will contact the Community Management Officer for you or pass on a message

Do Community Management Officers have the right to enter my home?

- A Community Management Officer will not enter your premises without your permission, unless it is necessary to deal with an emergency in your absence

Can I ask for a Community Management Officer to visit me?

Community Management Officers visit residents for a variety of reasons. For example, they may:

- ⇒ conduct property inspections
- ⇒ visit victims of crime
- ⇒ support victims and witnesses to anti-social behaviour
- ⇒ deal with neighbour complaints
- ⇒ inspect vandalism and damage
- ⇒ advise about security cameras

You can ask for a visit by phoning the **Tenancy Management Team on 01792 646626**. If you explain the problem, we will allocate it to the most appropriate person

Your Community Management Officer will be happy to speak to you if you see him / her on site. If you need a home visit they will usually return at a later date. Community Management Officers will respect the right of all residents to an impartial and confidential service