



REGENERATION TENANTS AND RESIDENTS CHARTER

(to be reviewed annually)

Our promises to tenants and residents while we regenerate your community

This charter is based around the following priorities that you have told us, via the Yorke Drive Residents' Panel, are key to ensuring the comfort, security and quality of life for residents while the regeneration work is taking place.

1. Site Security and Safety
2. Minimising disruption - keeping pollution and disruption caused by demolition and construction works to a minimum
3. Ongoing communication and engagement with the residents
4. Social value contributions, including but not restricted to: working with schools, donating staff time and other resources, employment and training opportunities and support

These priorities are addressed in the following sections, but in addition Compendium Living and the council commit to the following general principles:

We will

- Inform you individually about any changes that will directly affect you;
- Provide easy ways for you to raise any queries or issues about the development either directly with Compendium Living and Lovell or through the council;
- Act in a sympathetic, appropriate and timely way at all times;
- Give you reasonable notice of any work likely to be disruptive to residents generally, or to directly impact a particular street or property.
- NSDC will continue to carry out all necessary repairs to homes to keep them in reasonable condition and safe. The only exception is for major works and replacements where this is not economically viable to do so.

1. Site Security and Safety

Compendium Living/Lovell make the following commitments.

WHAT WE WILL DO	HOW
<p>Ensure all demolition and construction-related works are properly planned and carried out safely.</p>	<p>By:</p> <ul style="list-style-type: none">• Complying with all current Health and Safety laws and regulations, and in line with Lovell's robust Health, Safety and Environment policies and procedures;• using appropriately qualified sub-contractors;• ensure, through the site induction process, that sub-contractors and site operatives are aware of specific safety concerns that relate to the Yorke Drive estate, and specific issues or locations to be aware of.
<p>Have appropriate security measures in place at the site compound including outside normal working hours (e.g. overnight, weekends).</p>	<p>Exact measures to be confirmed but likely to include the following:</p> <ul style="list-style-type: none">• Multiple CCTV cameras on the compound, monitored 24/7 by a CCTV security company;• Monitoring company will have out of hours contact numbers for the site management team, as well as access to them via WhatsApp;• The CCTV company will liaise with police, calling 999 or 101 first if a crime is in progress, before calling a member of the site team;• During school holidays, the CCTV can be supplemented with an onsite guard who will patrol the site and compound overnight and at weekends.

<p>Give residents ways to easily report to Lovell/Compendium Living any issues, problems or incidents with the site compound, including outside of normal working hours.</p>	<p>Compendium Living/Lovell will:</p> <ul style="list-style-type: none"> • Provide appropriate contact details for residents to report site- or construction work-related issues; • Provide a free out of hours reporting telephone number, preferably with the ability to receive text messages; • Have a member of their team accessible on the estate at least once a week at the designated drop-in hub; • Offer a Health & Safety briefing session for interested residents on basic site safety and what to look out for – to be recorded for others to watch as required.
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2. Minimising Disruption

WHAT WE WILL DO	HOW
<p>Minimise the impact of construction-related traffic on the community as far as possible, including, but not limited to:</p> <ul style="list-style-type: none"> • delivery vehicles going to and from the site compound, and • construction vehicles (e.g. forklifts, etc.) moving between the site compound and the active building site(s). 	<p>Compendium Living/Lovell will:</p> <ul style="list-style-type: none"> • Produce a Traffic Management Plan setting out acceptable routes for construction-related traffic, and separation from pedestrians. This to be shared in advance with the Residents Panel, and be made available to view by residents. • Request that no contractor vehicles are parked on pavements (including partially) • Request timing of deliveries to site to minimise the impact on the community, e.g. avoiding where possible peak times such as rush-hours, School drop off/collection, bin collections etc.

<p>Maintain an acceptable level of cleanliness and tidiness in relation to the construction site and construction activity across the estate.</p>	<p>Compendium Living/Lovell will:</p> <ul style="list-style-type: none"> • have a wheel wash system on site; • employ regular road sweeping as necessary; • monitor and clean any mud deposits promptly, and at the end of the working day; • regularly check and maintain site fencing and hoarding, including the timely removal of graffiti; • daily check and tidy any open footpaths running alongside active sites; • monitor dust levels in summer and take appropriate dust suppression and/or cleaning measures; • Take part in NSDC estate walk-about, which will include the construction site boundaries.
<p>Manage the meanwhile – maintain the existing/remaining estate during the construction works</p>	<p>NSDC will</p> <ul style="list-style-type: none"> • continue to repair and maintain council houses throughout the regeneration process; • ensure that vacant council houses are kept as safe and secure as possible, in line with NSDC's Empty Homes Management process – to include a number for reporting damaged shutters etc; • keep the estates clean and tidy (outside of construction related areas); • continue to enforce the tenancy conditions and take action against anti-social behaviour. • Liaise with the refuse team to ensure bins are not left littered on the street and in alleyways.

3. Communication and Engagement

We (Compendium Living/Lovell/NSDC) will be open and honest in communicating with residents over the estate regeneration. We will use a range of formats and methods, in order to ensure that information is accessible to everyone, including producing documents in alternative languages if requested.

WHAT WE WILL DO	HOW
<p>Provide regular updates to the whole community on the progress of the building project, milestones achieved and upcoming activities.</p>	<p>Compendium Living and NSDC will:</p> <ul style="list-style-type: none"> • Produce regular estate-wide newsletters (no less than quarterly); • Provide updates on the Yorke Drive Focus Facebook page; • Bring information boards on progress so far to the annual Yorke Drive summer event; • Have the latest information boards available in the designated drop-in hub. • Provide written updates where required
<p>Report regularly to the Yorke Drive Residents Panel</p>	<p>Compendium Living will:</p> <ul style="list-style-type: none"> • Attend all Resident Panel meetings; • Provide those meetings with a written progress summary covering key aspects of the scheme, including social value; • Arrange site visits once or twice a year for interested Resident Panel members to view site operations etc. • Provide an annual summary of activities against social value targets and community contributions.
<p>Ensure that members of the project team are accessible to residents to reassure, respond to queries/issues or provide information.</p>	<p>In addition to ways in which residents currently communicate, particularly with the council, Compendium Living/NSDC will also:</p> <ul style="list-style-type: none"> • Provide a weekly drop-in hub at one of the estate's community facilities staffed by both NSDC and developer staff;

	<ul style="list-style-type: none"> • Publicise contact information to allow residents to directly communicate with key staff – this may include a bespoke leaflet outlining key contact numbers/emails etc., a noticeboard with contact information, contact details published again regularly in newsletters; • Respond to all queries received via the above methods within agreed timescales depending on the level of urgency – see Appendix 1(?) for details
<p>Provide opportunities for members of the Residents Panel, tenants who are being rehoused, and the wider community, to view the new homes and site operations</p>	<p>Compendium Living/NSDC will:</p> <ul style="list-style-type: none"> • Offer a site visit at least annually for those members of the Resident Panel who wish to take part; • Arrange viewing opportunities for those being rehoused, at an appropriate time before their move; • Arrange a viewing of the open market sale show home (when ready) for the Residents Panel and key council members. • Offer annual site visits for local parents with their children, to engage local young people in health & safety education and careers advice, particularly those who are hard to reach through school visits.

4. Community/Social Value contributions

WHAT WE WILL DO	HOW
<p>Encourage and support local people (particularly young people) in finding employment</p>	<p>Compendium Living/Lovell will:</p> <ul style="list-style-type: none"> • Advertise apprenticeships in the local area first, and then the wider area through the local college/NSDC;

	<ul style="list-style-type: none"> • Work with local schools and colleges to offer support including (but not limited to) careers talks, work experience, site visits, etc. in partnership, where appropriate, with other agencies and services in the area; • Offer 'support into work' assistance to local unemployed people (e.g. mentoring, mock interviews, CV advice, careers guidance and work experience).
<p>Contribute to and support community activities on Yorke Drive aimed at improving the health, safety and quality of life of residents</p>	<p>Compendium Living/Lovell will:</p> <ul style="list-style-type: none"> • Make donations and/or in-kind contributions to local school and community projects (i.e. financial and/or materials), up to a value of at least £10,000/year; • Provide at least 25 hrs/year of employee staff time to support local community, education or health projects
<p>Work with local schools and colleges to support their students' curriculum/learning and wellbeing</p>	<p>Compendium Living/Lovell will:</p> <ul style="list-style-type: none"> • Arrange school and college visits to site to support aspects of their curriculum and (for secondary schools) to promote housing/construction as potential careers; • Offer safety talks at local schools regarding the dangers of building sites; • Contribute materials or staff time to support lessons within the curriculum.

Compendium Living, Lovell & NSDC will be held to account by the Yorke Drive Residents Panel, if any of the organisations are shown to be consistently failing to meet these commitments.