

Agreed and implemented in 2013

Resident involvement & scrutiny. Estate inspection: performance monitoring score-sheet

Estate: _____ **Date of inspection:** _____

Your Name: _____

Note:

The maximum score is 100 points, using a score of 1 -5 (5 being the best and 1 being the worst) for each of the 20 questions.

This checklist covers the entire estate inspection process and cannot be fully completed until 15 days after the current inspection (or until you have received the various action plans – see final questions relating to sect 4.3).

The numbers in the Item boxes (e.g. Sect 5.5) refer to the relevant sections of the agreed Estate Inspection procedure.

Item	Comments	Score 1 ☹ - 5 ☺
Follow up from previous inspection and notification of current inspection		
Sect. 5.5 Did you attend the Progress Review Meeting, 8 weeks after the previous estate inspection, with the tenancy officer, neighbourhood caretaking manager and responsive repairs representative. If NO, please score 5. If YES, did you feel the meeting was productive? (score 1 – 5 accordingly)		NO Score 5 <hr/> YES Score 1-5
Sect 5.2 Have the repair issues noted on the previous inspection, been completed or correctly progressed before the current inspection?		
Sect 5.3 & 5.4 Have the estate care and tenancy management issues noted on the previous inspection, been completed or correctly progressed before the current inspection?		
Sect.2.6 – 2.9 Were you sent the schedule of estate inspections for the forthcoming year? (If NO, Score 1 if YES, score 5)		
Sect.2.7 Did you receive a letter inviting you to the current inspection, at least 10 days in advance? (If NO, Score 1 if YES, score 5)		

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Item	Comments	Score 1 ☹ - 5 ☺
About the current inspection		
Sect. 2.1 – 2.5 Did the inspection begin as planned – at the agreed location, date and time?		
Sect 2.3 Was the duration of the inspection appropriate? (Ideally between 2 – 3 hours)		
Sect. 3.1 Do you feel the tenancy officer led the inspection party in such a way that ensured all relevant areas (locations) of the estate could be inspected?		
Sect. 3.1 Do you feel the tenancy officer led the inspection party in such a way that ensured all items / issues detailed on the Estate Inspection Checklist were thoroughly inspected?		
Sect.3.2 Did the tenancy officer complete an Estate Inspection Checklist form on site, making a brief record of every issue identified during the inspection?		
3.2 Did the tenancy officer sign and date the checklist to formally record what has been inspected on completion of the inspection? (If NO, Score 1 if YES, score 5)		
Sect.3.3 Do you feel you were adequately consulted by the responsive repairs representative about the action points being recorded regarding repairs?		
Sect 3.3 Do you feel you were adequately consulted by the neighbourhood caretaking manager about the action points being recorded, regarding cleaning, caretaking or grounds maintenance issues?		
Sect 3.3 Do you feel you were adequately consulted by the tenancy officer about the action points being recorded regarding all other issues?		

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Item	Comments	Score 1 ☹ - 5 ☺
About the current inspection (continued)		
Sect 3.4 Do you feel adequate attention was paid to inspecting all shared entrances and stairways in blocks, garage areas etc. to identify safety hazards, e.g. defective paving or steps etc. that could be tripping or slipping hazards?		
Sect 3.5 Did all members of the inspection party stay together and do you feel all present listened to one another and treated each other with respect?		
Follow up after the current inspection		
Sect. 4.3 Did you receive a Tenancy Action Plan, a Repairs Action Plan and a Neighbourhood Services Action Plan within 15 days of the inspection?		
Sect.4.3 Do you feel the Repairs Action Plan was an accurate record of all repair issues raised at the inspection?		
Sect. 4.3 Do you feel the Neighbourhood Services Action Plan was an accurate record of all neighbourhood services issues raised at the inspection?		
Sect. 4.3 Do you feel the Tenancy Action Plan was an accurate record of all other issues raised at the inspection that are not covered by Repairs or Neighbourhood Services?		

Thank you for taking the time to complete this score sheet. Please return it in the pre paid envelope provided to

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