

Appendix 3: Pinnacle’s Group Service Improvement Plan

<p>Pinnacle – 1) <i>Improve communication with residents</i></p>	<p>Revise residents satisfaction survey (TSM) in conjunction with the Residents Panel and the Authority to ensure that we capture the information most important to the residents.</p> <p>Target – December 2023</p>
<p>2) <i>Improve the cleaning & grounds maintenance standards</i></p>	<p>15 Satisfaction Surveys to be completed each month to address any areas of dissatisfaction.</p> <p>Target – 15 per month</p>
	<p>Grassing and other green solutions to damaged/bald grassed areas on our estates.</p> <p>Target – October 2023</p>
<p>3) <i>Improve rent collection</i></p> <p><i>Ensure compliance on FTAs</i></p>	<ul style="list-style-type: none"> • All staff to receive training on non- means tested and means tested benefit • Support residents who are applying for UC by hand holding over first 4-8 weeks. • Maintain progress made on FTAs and being proactive when debt become former arrears. <p>Target December 2023</p>
<p>4) <i>Build relationships with other departments and agencies</i></p>	<p>Work closely with the Council’s Social Services and Mental Health teams to ensure that all parties appreciate how they best fit together.</p> <p>Continue to attend meetings with Rydon, Community Safety Team and the Police/SNT to ensure effective management of the estates.</p> <p>Target December 2023</p>
<p>5) <i>Tackle tenancy fraud</i></p>	<p>Continue to have an excellent working relationship with the Lewisham Fraud team to ensure that we continue to take back properties that are illegally sublet.</p> <p>Target refer at least four cases to the fraud team. This is an internal target to promote proactive inspections and files review.</p>
<p>6) <i>Resident Satisfaction</i></p>	<ul style="list-style-type: none"> - Create action plan to increase resident satisfaction - Create 2 new TRAs <p>Target December 2023</p>

<p>7) <i>Audit compliance</i></p>	<p>Ensure we maintain compliant with all audit recommendations made by Lewisham in March 2019 and other key areas:</p> <ul style="list-style-type: none"> - Tenant Sign Ups - Tenancy Checks - Introductory Tenancy Visits - Void process - Section 20 <p>Target December 2023</p>
<p>8) <i>Improve parking for residents</i></p>	<p>Work with the Authority to support the implementation of the new controlled parking zones to reduce abandoned vehicles on the estates.</p> <p>Target – Ongoing</p>
<p>9) ASB</p>	<ul style="list-style-type: none"> - Carry out 6 monthly evening patrols with SNT - Continue to work with partner agencies to safeguard and support victims of ASB - Use non legal remedies as main tools to resolve ASB and use legal remedies as last resort <p>Target - March 2024</p>