
Local Agreements

What is a Local Agreement?

It is an agreement between Hanover and the residents of your estate. It has been developed with residents to offer more choice and understanding of the services offered and to allow you to influence the services you receive currently or want to receive in the future.

What is included in the Local Agreement

The services included in the Local Agreement can be tailored to the specific requirements of residents but in general the basic services included in the Agreement are dependent on the type of estate you live on. If you live on a Hanover Housing estate which does not have meeting rooms or other communal facilities the Agreement will be different to an estate that is a Retirement Housing or Extra Care estate with a range of communal facilities.

The following is included in all Agreements:

- The role and working hours of the Estate Manager
- The details of the cleaning and gardening provided on the estate to ensure all communal areas are well maintained
- The list of approved contractors for the estate and the repairs budget for that estate.
- The opportunities available to residents to get involved and the contact details of the Resident Representative if there a representative for the estate.
- Local car parking arrangements
- The name and contact details of the Housing Manager for the estate.

Other optional information that can be included in the Local Agreements :

- For estates with communal facilities the details of local services that are available, such as a visiting chiropodist, prescription collection service and details of the social activities that are organised on the estate.
- Management arrangements specific to the estate, such as if Sub Letting is permitted on a Home Owner estate, arrangements for using/booking the laundry/guest room.
- Some estates have included how often they want a residents' newsletter and how you would like it to be distributed.

How often can the Agreement be reviewed

The Agreement can be reviewed at least once a year. A change can be requested by residents because a specific service included in the Agreement has changed or residents want information about an additional service to be included (such as arrangements that residents would like on the estate when an estate manager is going to be on leave)

What can we the residents do if we are not satisfied with the service as stated in the Local Agreement?

You should, in the first instance, talk to your Estate Manager and ask her / him to arrange a meeting with the Housing Manager to talk about your concerns. The Housing Manager will listen to your concerns and agree with you how the matter should be progressed.