

# Tenant Involvement & Empowerment

## Miles Platting



Offer	How Measured?	How Monitored?
Adactus will re-establish the Miles Platting Area Panel in Spring 2011.	Area wide consultation underway to encourage participation in this forum.	Regional Manager and Head of Regeneration to oversee the re-establishment of the panel.
Adactus will provide more feedback to residents on the results of consultation events that they have participated in.	Articles in tenants' newsletters, ward newsletters, website, facebook and twitter.	Feedback at the Miles Platting Area Panel.
Adactus will support tenant and residents associations in the areas where we operate.	Feedback from Head of Regeneration at Area Panel meetings. Articles on the activities of the various groups will be published in the newsletter and on the website.	To the Miles Platting Area Panel as a standard agenda item.

# Home

## Miles Platting



Offer	How Measured?	How Monitored?
Properties to be maintained to the Property Management Standard set out in the PFI contract.	Monthly contract reports.	Feedback at Miles Platting Area Panel.
Carry out weekly checks of the multi storey blocks.	Monthly contract reports.	Feedback at the Miles Platting Area Panel.
Residents with emergency call services will have the opportunity to select from a range of service levels	Options communicated to residents by December 2011	Report to panel

# Neighbourhood & Community

## Miles Platting



Offer	How Measured?	How Monitored?
Adactus will support and contribute funding for diversionary activities for young people in the Miles Platting neighbourhood	A portion of the regeneration budget will be used to support bids for grant funding for diversionary activities.	An update will be provided to the Miles Platting Area Panel at each meeting on bids that have been submitted.
Adactus operate an in-house financial inclusion service but will do more to publicise alternative sources of advice such as New East Manchester's Money Mentors, the Citizens Advice Bureau and National Debt Line.	Articles in tenants' newsletters, posters in the office reception and other public buildings in the area, ward newsletters and the website.	Feedback on referrals made to external agencies at the Miles Platting Area Panel.
Successful outcome of cases in Miles Platting will be publicised to promote how ASB can be resolved and that if reported it will be dealt with.	Press release, articles in tenants' newsletters, ward newsletters and website.	Feedback on number of successful ASB cases at Miles Platting Area Panel meeting.
Mediation will be offered in all cases where appropriate in instances where neighbours are in dispute.	Numbers of cases in Miles Platting taking up mediation. Reports on engagement with the process and success to be provided to the Miles Platting Area Panel.	Figures provided to Miles Platting Area Panel every six months.