

The Estate Management Service Standard

Estate Services

We will:

- Visit your estate every 4 weeks to check its condition.
- Inspect your neighbourhood quarterly with your local tenant representative.
- Let you know two weeks before an estate inspection will take place.
- Be aware of antisocial behaviour and vandalism on our estates and report within 24 hours.
- Sticker untaxed and abandoned vehicles on our land within 3 days of being notified.
- Replace light bulbs in all our estate lighting within 7 days of it being reported. Time clocks will be changed to make sure they come on in the hours of darkness. We will order a repair for any faulty lighting that is our responsibility within 1 day of it being reported.
- Remove illegally dumped bulk refuse from our land within 7 days of it being reported.
- Recharge any person who is responsible for causing damage to our property or dumping rubbish.
- Grit/salt our footpaths during periods of very cold weather.
- Make sure all homes reported as abandoned are investigated within 2 days.
- Carry out a random satisfaction survey with you twice a year.

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Communal Area Cleaning

- We will visit your block at least 15 times a year.
- Floors and stairs will be swept, mopped or vacuumed depending on the floor covering.
- We will not wash the floor if there is a chance it will freeze in cold weather.
- General surfaces such as banisters, handrails and skirting boards will be dusted or washed down.
- Cobwebs from ceilings, walls and light fittings will be removed.
- Mats and mat wells will be swept when required.
- Windows and glass that are accessible in the communal areas will be cleaned, when needed.
- Communal bin areas will be swept out and disinfected.
- Your block will be checked for repairs, damage or vandalism and these will be reported to the Property Team.
- Litter will be cleared from inside and outside the block.
- You must keep the hall way and landings clear at all times. Any items including bags of rubbish, furniture, doormats, carpets or any other personal items will not be moved for cleaning and cleaning may not take place. These will be reported to the Housing Officer for further action to be taken.
- We will report any bulky items that have been dumped on the estates to the Housing Team for removal. There may be a charge for this.
- You can report problems to members of the cleaning team. They will pass the issue back to the relevant department by the next working day.
- We will carry out spot inspections on the cleaning standard, and may call to speak to you about this.
- We will annually send a questionnaire to at least 100 residents who receive this service to check how we are doing and to ask for any comments or suggestions to improve the service.

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Grounds Maintenance

Grass Cutting

- We will carry out 16 cuts per year throughout the growing season, collecting the grass on the first cut of the year only, other than at selected sheltered schemes.
- Cuts will take place every 2-3 weeks so that grass is never allowed to get too long.
- All grass cuttings will be swept or blown from footpaths and walk ways immediately after cutting.
- The edges of footpaths will be sprayed and cleared of weeds at least once a year.
- The grass will be strimmed as close as possible to obstacles such as trees, buildings or benches.
- Areas will be cleared of litter and rubbish prior to cutting the grass.
- Contractors will report where they have been working on a weekly basis, so that random checks can be made.

Street Sweeping

- Garage, parking areas, footpaths and walkways will be swept three times a year.
- All rubbish will be removed up to one cubic metre from the location prior to the sweep taking place.
- We will arrange for large amounts of rubbish, fly tipping or bulky items to be cleared when they are reported to us.
- Weeds to tarmac, block paving and slabs are sprayed and controlled as required during the sweeping process.
- Overhanging branches are cleared and saplings are removed and verges are strimmed.

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Hedges

- All identified communal hedges are cut twice a year and all clippings removed from site.

Beds and Borders

- These are maintained four times a year, this includes removal of weeds, pruning and trimming and the identification of areas where plants need replacing or additional planting is required.
- All litter and rubbish is removed from beds and borders.
- Edges are trimmed and cleared.
- Forest bark mulch is topped up once a year to help reduce the effect of weed growth.
- Trees within these areas are checked and minor maintenance work is carried out.