

Service Standards

Estate Services



We are committed to providing great services to all our customers and this standard explains the level of services you can expect as a customer when we carry out Estate Services.

Estate Services include the following activities:-

- Caretaking
- Communal cleaning

Feedback from our tenants and residents shows that rubbish and litter is a concern for many.

We will therefore try to reduce the amount of dumped rubbish/litter on estates by working together with our neighbourhood teams, our Local Authority Partners and with tenants to improve our estates.

Not all of our homes receive caretaking or cleaning services but where it is provided, we will monitor these standards to ensure we deliver what we say we will. We will do this through resident engagement, our own internal auditing and regular spot checks.

Information about Estate Services

We will:

- Publish our service standard on the Together website and make it available on request.
- Review this standard in consultation with tenants and residents annually.
- Meet with our residents' consultation groups quarterly to receive feedback to help us monitor the quality of our work
- Make available information about our estate services and the expected standards to new tenants at the start of their tenancy.

- Remove fly tipping and keep all external bin areas clean.
- Sweep our paths and drying areas and remove moss when required.
- Edge all paths to remove encroaching grass.
- Report all damage/repairs and record any possible rechargeable damage plus other anti-social behavioural issues.
- Remove offensive and non offensive graffiti.
- Remove weeds from hard standing areas.

Caretaking and cleaning to external communal areas

We will:

- Inspect all of our estates on a quarterly basis.
- Litter pick all our estates with communal areas on a 4 week rota.
- Grit the paths leading to our sheltered and extra care schemes in adverse weather conditions (please note: as long as access is possible).
- Remove leaves from hard-standings between October and February.



