

# Longhurst & Havelok Homes Service Standards



## Your Neighbourhood

### Our promise

This service standard tells you how we manage your neighbourhood and the standard of service you can expect.

We are committed to making your neighbourhood clean and safe, and this standard is broken down into the following sections:

- Making you feel safe in your neighbourhood
- Responding to reports of antisocial behaviour
- Estate Management
- Maintaining the communal areas in your neighbourhood

Throughout, we aim to provide a local response to local issues and take into account the individual circumstances of people involved in, or affected by, neighbourhood issues or antisocial behaviour.

### Your neighbourhood

By working together with our partner agencies and local residents we will have a greater awareness of what is affecting your neighbourhood and be able to resolve problems more effectively.

To do this, we will:

- Give you information on who you can contact about problems you have found in your neighbourhood such as discarded needles, dog fouling, pest infestation and fly tipping.
- Provide contact details of your local neighbourhood policing team if you tell us you have been affected by crime or antisocial behaviour.
- Work with local policing teams and other agencies to tackle reports of antisocial behaviour.
- Attend local authority joint agency meetings, if they operate in your neighbourhood, to discuss any problems, and agree joined up responses to tackle them.\*

Where you want us to get involved or where we identify a particular need, we will:

- Work with local residents and our partners to formally produce local priorities for your neighbourhood and agree action points to progress.\*
- Work with residents and our partner agencies to identify initiatives to improve neighbourhoods, such as community clean up events or helping set up a neighbourhood watch schemes.\*

\* This will normally only apply where we have an estate of 10 or more of our properties.

## Responding to reports of antisocial behaviour

We aim to provide a service that makes it easy to report antisocial behaviour, investigates your complaint seriously, and gives you a clear indication of the action we can take.

We will often need your support if we are to successfully tackle the antisocial behaviour.

We will:

- Respond to emergencies, such as hate crime or serious threats of violence within one working day.
- Make an initial assessment of any report of antisocial behaviour, or harassment within 5 working days.

### Our approach

We will:

- Provide you with a named officer responsible for your case.
- Be understanding of your concerns; treat you fairly and sensitively during our investigations and base our response on the evidence available to us.
- Be knowledgeable and have a good understanding of ways to tackle antisocial behaviour.
- Agree an action plan setting out how we will respond to antisocial behaviour. This will take into account your individual needs.
- Agree the action we will take, including timescales and recommend what you can do to tackle the antisocial behaviour

- Agree dates for updating you on progress with your case.
- Encourage the use of mediation if we feel this will help tackle the antisocial behaviour.
- Only use eviction as a last resort, having first considered or tried other remedies available to us.
- If you agree to become a witness in Court we will provide you with a separate service standard setting out how we will support you.

### **Closing your case**

We will:

- Give all parties feedback on the outcome of our investigations.
- Advise you if we are unable to progress your complaint, explaining why.

## **Estate Management**

We will work closely with other agencies such as the police, highways, cleansing and environmental services to tackle estate management problems so that your neighbourhood is safe and clean. We will:

- Respond to reports of abandoned homes within 5 working days or within 24 hours if the property is insecure.
- Respond to reports of abandoned vehicles within 5 working days including letting you know what action we can take.
- Remove items, that could be a serious risk to health and safety, which have been left through fly-tipping, within 24 hours of it being reported.
- Remove other items that have been left through fly tipping, within 10 working days of it being reported.
- Remove graffiti from our property within 1 working day of it being reported if it is offensive, or within 5 working days for non offensive graffiti. If it is not possible for us to remove the graffiti we will try and cover it up until we can get it specially treated.
- Advise you not to touch discarded needles and syringes. If they are on our property, we will safely remove them within 2 hours of them being reported. Where needles are discovered on public land we will immediately forward the information on to your local authority.
- Try and find those responsible for vandalism, graffiti, dog fouling and fly-tipping in partnership with the police and the local authority.

- Carry out quarterly neighbourhood walkabouts on some of our estates to identify and try and resolve estate management problems. We will publish our annual programme in our magazine and on our website and provide feedback to residents.

## Maintaining the communal areas in your neighbourhood

We will:

- Keep our communal landscaped areas neat and tidy.
- Our landscape contractors will inspect schemes with communal landscaped areas at least once every 2 weeks to assess the works that are required. Our separate landscape service standard sets out our standards.
- Provide a cleaning service to some of our flats. Customers can check to see if their scheme is included, and the frequency of cleaning, by contacting our contact centre.
- Spray and clear weeds from any roads or paths that are our responsibility (those not adopted by the local authority) at least once a year and then as required through the growing season.
- Respond to reports of faulty lighting to communal areas within 10 working days of it being reported or within one working day if there is a risk someone might hurt themselves.
- Write to you once a year to tell you how much you are paying for your communal services.
- Inspect all of our internal and external communal areas once a year to carry out a health and safety assessment and check the condition of the scheme.

## Monitoring and review

We will monitor our Neighbourhood standard performance in the following ways.

The area of service	How it will be monitored	When
Neighbourhood	Review of actions taken to tackle ASB and Estate Management	Quarterly review of ASB / Estate Management activities
	ASB audits	Quarterly
	Resident Involvement impact assessment	Annually
ASB	Review of actions taken to tackle ASB	Quarterly review of ASB activities
	Selective audits of ASB cases by our ASB Manager	Quarterly
	Surveying all customers who have reported anti social behaviour	When a case has been completed

	Monitoring of the number of evictions	Quarterly
Estate Management	Review of actions taken to tackle Estate Management	Quarterly
	Monitoring of response times in line with the standard	Quarterly
	Resident Involvement impact assessment	Annually
Communal Areas	Monitor response times against service standards	Quarterly
	Telephone surveys of landscape service	Selected sample during summer months
	Landscape contractor performance review meetings involving residents	Quarterly
	Post inspection of cleaning carried out to communal areas	Quarterly or annually where service is only provided on that basis
	Review of risk assessments	Annually

Our Scrutiny Committee will review and monitor how we are performing against this standard.

We will publish the key results of our performance in our Annual Report and on our website.

We will use the information we receive from you about our services, to help us maintain and review them. We will publish details of any improvements we have made to the service through our newsletters, our website and our annual report.

We will review this service standard at least every two years.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



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