



Estate Management

We aim to provide an estate management service to tenants, residents and shared owners which allows them to have quiet enjoyment of their homes in a **safe** and **clean** environment they can take pride in.

Estate management includes:

- grounds maintenance
- litter, fly tipping and unauthorised dumping of rubbish
- removal of abandoned vehicles
- removal of graffiti
- condition and cleanliness of communal areas.

We will seek to ensure that tenants and shared owners are aware of and uphold their responsibilities in relation to the upkeep of their property and the surrounding area. Where necessary, we will enforce our tenancy contract in order to manage the land that we own.

We will work closely with external agencies and statutory bodies, such as Police, Highways and Environmental Health.

We will work with other landlords and neighbours in the surrounding area to ensure the good quality, consistent management of the wider community.

We aim to provide a fair and equal estate management service to all our residents. We are committed to embracing and valuing diversity amongst the communities in which we work.

We will comply with all relevant health and safety legislation.

Where possible we will take action to deal with perpetrators of vandalism and graffiti.

Preventative approach to our estate management service

We will seek to involve resident groups in our estate management service.

We will encourage residents to contact us if they are unhappy with our estate management service.

New developments will be reviewed by a panel of staff to help minimise estate issues at planning stage.

Preventative approach to our estate management service (continued)

We will consult with residents living on our new estates about how they use communal areas. We will encourage residents to produce an estate agreement.

We will use our community vehicle programme to visit estates and seek views on our estate management service.

In consultation with residents and partner agents we will hold quarterly neighbourhood walkabouts on specific schemes to identify and try to resolve estate management problems. We will publish our annual programme in our magazine and on our website.

We will encourage the formation of small localised resident groups to empower residents to make a difference in their community.

We will work with our partner agencies to identify proactive initiatives to improve neighbourhoods, such as community clean up events.

Neighbourhood walkabouts

We will publicise a new annual neighbourhood walkabout programme each year and encourage residents to be involved. We will provide feedback to our residents.

Abandoned homes

We will respond to reports of abandoned homes within **5 working days or within 24 hours** if the property is insecure.

Abandoned vehicles

We will respond to a report of an abandoned vehicle within **5 working days** and will take any necessary action.

Illegal dumping of rubbish

Before authorising the removal of the rubbish our Property Services or Tenancy Services teams will try and visit the scheme within **5 working days** of the report to assess the rubbish.

On conclusion of our investigations a repair order will be placed to remove the rubbish within **24 hours, 7 or 31 days** depending on whether there is a significant risk to the health and safety of residents or if it presents a negative image of the neighbourhood.

Vandalism and graffiti

We will fully investigate all acts of vandalism to our communal areas.

When we find out about graffiti we will remove it within **31 days**, unless the graffiti is of a sexual or racial nature, when it will be removed within **24 hours**.

Removing needles and syringes

When we find out about discarded needles and syringes we will arrange their safe removal as soon as possible. This will usually be on the same day, but we will take into account how accessible the needles are to the general public, how many and what risk is identified.

Where needles are discovered on public land we will immediately forward the information on to the local authority.

Communal grounds maintenance

We will maintain our communal landscaped areas. Our contractors will inspect each scheme at least once every 2 weeks to assess the works that are required. Our separate Landscape Service Standard sets out our standards.

Roads and paths

We will keep any roads or paths that are our responsibility (those not adopted by the local authority) free from weeds and well maintained.

We will report any problems on roads and paths owned and maintained by the local authority to the relevant Highways Department.

Cleaning of communal areas

We provide a cleaning service to some of our flats and customers can check to see if their scheme is included, and the cleaning frequency, by contacting our Customer Service Centre.

Communal lighting

We will repair any reports of faulty lighting to internal communal areas on either a **7 or 31 day priority**, or within **24 hours** if there is a risk someone might hurt themselves.

We will normally repair any reports of faulty lighting to external car parking or walkways on a **31 day priority** unless there is a risk someone might hurt themselves.

Tenant alterations

We will respond to requests from tenants to carry out their own environmental improvements such as putting up fencing **within 10 days**.

This leaflet is also available in:



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