



SERVICE STANDARDS

Estate Cleaning & Gardening

We aim to provide an excellent cleaning and gardening service for our estates, to ensure your environment is safe, clean and attractive. In this Service Standard, we explain how we will ensure your estate is kept clean, tidy and well maintained.

Estate Standards

We have a rating system which enables us to judge whether your communal areas meet the required standard. Each element of your estate is graded:

A	Excellent
B	Good
C	Room for improvement
D	Poor
E	Unacceptable

This is used to calculate an overall percentage score during regular estate inspections. We aim for a minimum score of 80% in each inspection.

You can view the full standards on our website, or request them from your local estate office.

Estate inspections

We carry out regular estate inspections which we use to identify and monitor:

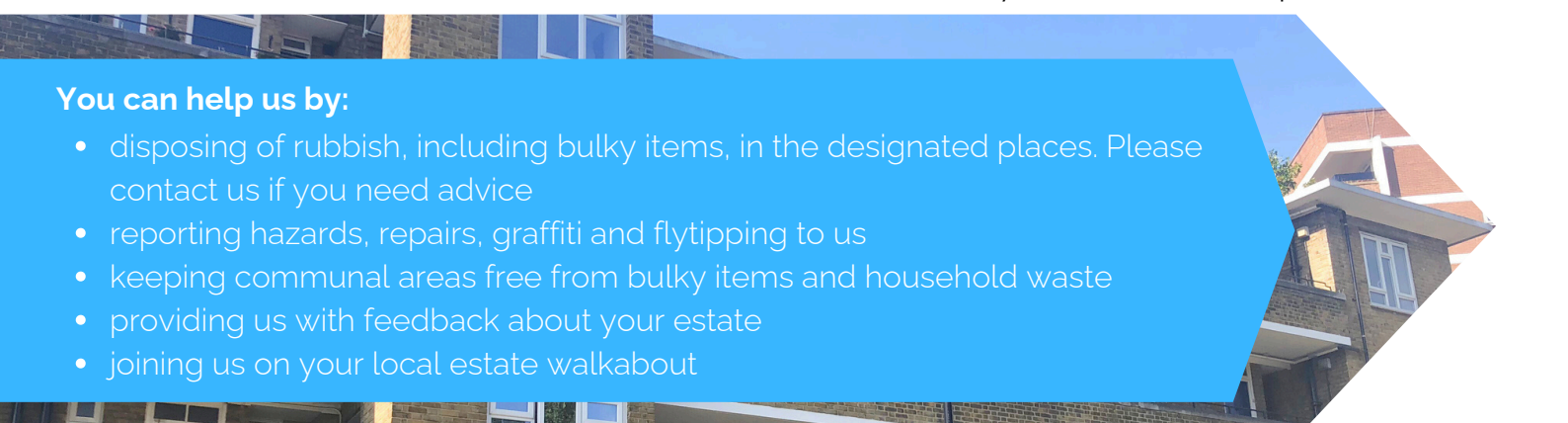
- health and safety issues
- communal repairs
- improvements to the area
- performance of estate services such as cleaning and caretaking
- issues such as fly-tipping and parking.

Cleaning Standards Inspections are carried out monthly. More detailed inspections occur every three months. These include repairs and fire safety.

Inspection results

We will publish the monthly performance results for your estate online and in notice boards, within 10 days of the end of the previous month.

You can help us by:

- disposing of rubbish, including bulky items, in the designated places. Please contact us if you need advice
 - reporting hazards, repairs, graffiti and flytipping to us
 - keeping communal areas free from bulky items and household waste
 - providing us with feedback about your estate
 - joining us on your local estate walkabout
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Cleaning communal areas

We will display a list of cleaning tasks, and how often they will be done, in notice boards on your estate. You can also view these online.

We aim to:

- Clean all shared areas at regular intervals.
- Vacuum carpets and mop vinyl floors.
- Clean lifts, staircases and landings
- Clean hard surfaces such as window frames and skirting boards.
- Clear litter from inside the block and the entrance area.
- Clean bin stores and recycling areas
- Clean accessible communal windows at agreed intervals

Gardening

We aim to:

- Prune shrubs and hedges to a neat and tidy shape and standard
- Keep grassed areas tidy
- Weed shrub beds, hedges and hard paved areas
- Remove litter and rubbish from communal areas
- Carry out minor pruning to trees
- Carry out major work to trees as necessary for safety reasons

Managing communal areas

We aim to:

- Regularly inspect estates at agreed intervals
- Remove graffiti within 28 days of it being reported, and remove offensive graffiti within 24 hours of it being reported.
- Start the procedure to remove suspected abandoned vehicles
- Remove dumped furniture or white goods within 1 working day. This may differ with larger fly tipping cases.
- Report and arrange for repairs to shared areas as soon as we become aware of them.

Health and safety

We aim to:

- Carry out regular inspections of playgrounds and play equipment with monthly checks, quarterly and annual inspections carried out by an independent specialist contractor.
- Identify hazards in communal areas and resolve them as soon as possible, or make them safe as an interim measure
- Complete monthly checks of the "red boxes" used by the Fire Brigade in an emergency
- Carry out checks of internal fire doors every 3 months
- Test and maintain fire alarms to health and safety regulatory standards

Winter weather

We aim to:

- Have a procedure in place to respond to snow and ice on our estates
- Grit main communal pathways if snow or ice are forecast
- Clear snow from priority areas first
- Carry out these actions during normal working hours, Monday to Friday

How we will monitor this standard

Service standards are monitored through:

- Estate inspections
- Logged feedback and complaints received from residents
- Joint staff and resident walkabouts of communal areas
- Resident satisfaction surveys

