



Our Estate Management Service Standard

We will ensure that your estates are well-maintained and safe places, where people want to live.

To keep your estates safe and clean, we will:

Remove racist or offensive graffiti on council property within 24 hours

Remove all other graffiti from council property within 5 working days

Remove dumped rubbish which is a health and safety hazard within 24 hours

Remove all other dumped rubbish within 7 working days

Monitor our empty properties to prevent vandalism and rubbish dumping

Provide a dedicated estate worker on our larger estates to keep them clean and safe

Advertise when your estate worker will clean your block of flats

Cut the grass in shared garden areas 14 times in the growing season; around every two weeks between April and October each year, weather permitting

To support you in keeping your estate safe and clean, we will:

Provide a free gardening service for elderly or disabled tenants who have no-one else to help, cutting their grass 6 times and their hedge twice between April and October, weather permitting

Publicise the dates of estate inspections widely on our website, on estate notice boards and to residents' associations

With tenants, conduct an estate inspection every three months and show you the actions identified, and progress with it, on our website

Visit new tenants three times in the first 12 months of their tenancy to check their homes and gardens

To keep your estate safe and clean, you can help us by:

- ✓ Coming along on your estate walkabout to show us what needs attention
- ✓ Reporting any problems promptly
- ✓ Disposing of your rubbish properly
- ✓ Reporting anyone who dumps rubbish or blocks bin chutes to us
- ✓ Keeping any shared areas clean and tidy
- ✓ Keeping entrances, halls, stairways and landings clear for safe emergency exit
- ✓ Telling us if you see anti-social behaviour in shared areas

Measuring Success:

- Percentage of tenants satisfied with their neighbourhood as a place to live
- Percentage of tenants satisfied with ground maintenance
- Percentage of tenants satisfied with internal cleaning of blocks of flats
- Number of days to remove fly tipping
- Number of days to remove graffiti
- Percentage of tenants satisfied with the gardening service