

## MAINTAINING STANDARDS: WE WILL

carry out **regular planned inspections** to all our properties to identify faults, problems and things that could be improved in the parts of our property you share with other tenants

on **any visit to a building or estate** keep an eye out for anything we need to repair, improve or update

**respond promptly to your reports** of anything you have noticed that needs to be improved, removed or repaired

**make a new note on our IT system of all action that is needed**, alert colleagues responsible for the work needed and monitor the progress of follow-up action

**draw up clear briefs** for all work done for us by outside agencies or companies and **monitor their work** to make sure it is done to a consistently high standard

**consult you on standards** of all services you pay for.

## SHARED GARDENS AND GREENERY: WE WILL

with the professional services of our contractors make sure: shared **grassed areas are regularly cut and maintained**

**shrubs** in shared areas are **pruned** at least twice a year

**trees** get any **minor pruning** as and when needed

**hedges are pruned** as needed

flower beds, hedges, other planted areas and paved paths and terraces are **kept free of weeds**

**litter and rubbish** in shared areas is **cleared away**

tree surgeons are brought in to carry out more **extensive pruning** and **safety inspections** as needed for health and safety regulations and tree preservation guidelines

you are told **the timetable for these services** so know when to expect work like the pruning and mowing to be done.

**Most of these arrangements do not apply to those of you who have agreed with us and your neighbours that you will look after the green spaces around your homes.**

## ABOUT THIS SERVICE

Staff from our housing and communities and our asset management teams work closely together to keep shared areas inside and outside your homes safe, clean and welcoming.

**Our aim is to make this a place you are proud to call your home.**

## WHAT IT COVERS

- cleaning in shared areas
- all repairs needed to shared areas
- looking after shared gardens, shrubs, trees and hedges
- cleaning windows in shared parts of buildings
- removing litter and bulky waste, as agreed with those of you living at each address
- dealing with graffiti and abandoned vehicles
- making sure rubbish and recycling bins are used as intended
- checking fire safety equipment is in good order and fire safety rules are followed in each building.

## CLEANING SHARED SPACES: WE WILL

inspect our buildings, with **block champions** if they are available, to check cleaning in entrance halls, lifts, landings and stairs is done to a high standard  
.....  
make sure all **windows in shared areas** are cleaned if the cleaners can reach them safely (following health and safety guidelines)  
.....

display information in your building so you **know when the cleaning will be done**. Cleaners will sign and date this when they have finished a cleaning shift  
.....  
respond within 24 hours\* if you report to us any concerns about **cleaning standards** in your building (\* longer if you report this when our office is closed for the weekend or public holidays).  
.....

## KEEPING YOU SAFE AND SECURE: WE WILL

carry out **monthly health and safety inspections** in all shared areas inside and outside all buildings except for our **independent living service** which gets **weekly inspections**  
.....  
regularly check and test **fire alarms** in shared areas  
.....  
**assess fire risks** in each building once every three years  
.....  
report and/or arrange **repairs** needed to shared areas as soon as we know about them  
.....  
carry out **repairs in shared areas** in line with our response times for the type of work needed  
.....  
work with partner services to **promote fire safety awareness** at our funday, local road shows or other neighbourhood campaigns  
.....  
offer **personalised support** with **home fire safety** to any of you at risk because of your age, a disability or a health condition  
.....  
offer appropriate **support and help** if you or a neighbour are struggling to keep a **garden tidy** or to **clear away household and recycling waste**, as required by your tenancy agreement  
.....

remove all **graffiti** within 28 days of it being reported, or within 24 hours if it is offensive  
.....  
remove **abandoned cars** within five working days of our being told about a car, in line with our abandoned car procedure  
.....  
make sure you know the best ways to lawfully get **unwanted furniture or electrical goods** like a washing machine taken away  
.....  
remove and investigate any **illegally-dumped furniture or white goods** within five working days of being told about it  
.....  
publish on noticeboards and on our website dates for **our six-monthly walkabout** at your building  
.....  
work with the owner of any **dog causing problems** for others to help get it under control, in keeping with your tenancy agreement  
.....  
help any of you, **individually or as part of a community group**, if you want to **tackle community issues** such as street cleaning, crime and road safety.  
.....

**If you think we are not meeting these standards please tell us.**

## WE ASK YOU TO

tell us if you want to **brighten up your area**, take part in **community activities** like litter picking, a clean-up or planting, or **be a block champion**  
.....

help by **putting your litter and rubbish in the bins** and by **cleaning up after your dog** if you have one  
.....

follow our **fire safety guidance** to keep you and your neighbours safe  
.....

keep shared entrances, hallways, stairs and stairwells **clean, tidy and completely clear** of any of your possessions, including bikes and pushchairs.

## CHECKING STANDARDS

- We log all feedback and complaints from tenants.
- Shared areas are regularly inspected by our staff.
- Once a year we do a survey asking your views on our estate services.
- We do an exit survey when any tenant moves out of one of our homes.
- We do our best to state clearly what you get for your service charges.
- We discuss these findings with tenants to agree how best to improve your estate services.