

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 needed on our system, 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 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 is struggling to keep a **garden tidy** or **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 taken away **unwanted furniture or electrical goods** like a washing machine
.....
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** of 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** wanting 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 **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.