



## Our neighbourhood offer and standards

We want your neighbourhood to be safe, clean and a pleasant place to live. To make sure where you live continues to be in good condition, our neighbourhood offer and standards show how we will manage our estates and the level of service to expect from us.

### Estate management

#### We will....



keep your estates fire safe by removing and disposing of any items that continue to be left in communal areas (where permission has not been granted) and acting on any issues posing a fire risk.



check on the quality and safety of your estate and communal areas through our estate inspections (monthly, 3 monthly or every 6 months depending on risk) and our neighbourhood volunteers' walkabouts, raising any communal repairs and acting on any abandoned vehicles and/or abandoned properties we find.

### Anti-Social Behaviour (ASB)

#### We will....



be in touch the same day you report high risk ASB incidents ([category A](#)), or the end of the next working day for any other ASB incidents, to agree a plan of action with you or signpost you to the police if necessary.



be open, honest and realistic about what we can do and how we can respect your confidentiality. We will agree a plan of action with you, explain things you need to do to help, agree how often you would like updates on your case and offering support to victims/witnesses.



contact suspected offenders of ASB, to help them recognise the impact of their behaviour, understand the consequences if it continues, and help them in making lasting changes.



Work with other agencies and use enforcement measures (where appropriate and where we have enough evidence) to help resolve your ASB case.



let you know if we are closing your ASB case and explaining our decision.



make you aware on our website, in our ASB policy and in this offer of your right to make a Community Trigger application should you think that no action has been taken. The Community Trigger is managed by the Community Safety Partnerships and you can contact your local council for more information.

## **Grounds maintenance and caretaking**

### **We will....**



carry out regular grounds maintenance to the communal land owned by us (either 26 or 19 visits a year, depending on where you live). [Click here](#) to see what is done during our visits.



carry out inspections of the trees owned by us every two years, carry out any high-risk tree works.



carry out regular cleaning of internal communal areas (a minimum of 46 visits for those with a weekly service and a minimum of 17 visits for those with a three-weekly service). [Click here](#) to see what is done during our visits.



respond to your reports of fly-tipping within 24 hours for hazardous waste or 5 days for all other types of waste.



remove graffiti within 5 working days and offensive graffiti within 24 hours of being reported.

*Please note the frequency and service offer for grounds maintenance and caretaking may vary where these services are overseen by a managing agent.*

### **We know we've been successful in delivering our offer and standards when....**



you consistently rate us 7 or above out of 10 for the handling of your ASB cases.



you consistently rate us 7 or above out of 10 for the way we keep communal areas clean and safe.



you consistently rate us 7 or above out of 10 for our landscaping/grounds maintenance.



you consistently rate us 7 or above out of 10 for our contribution to the neighbourhood where you live