

Estate Management Service Standards

Our Commitment to you

We are committed to working with tenants, residents and partner agencies to create communities and environments where people aspire to live.

To achieve this aim we will:

- Carry out estate environmental inspections on a quarterly basis
- Arrange Estate walkabouts with tenants, residents and partner agencies every quarter to identify general estate problems and agree an action plan to address them
- Refer any problems you report to us with other council services within 3 working days.
- Take tenancy action against tenants who are not maintaining their gardens and surrounds properly.
- Visit your home at least once a year to establish who is living there, any changes in your house or family, any problems you might have with our services and providing advice and information you might need.
- Carry out visits to new tenants within 28 days of the tenancy starting to pick up any problems you are having in your tenancy.
- Provide help to older and vulnerable people who might be having difficulties in looking after their garden.
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Our Estate Management Service Promise

We will:

- Remove offensive graffiti within 24 hours and non offensive graffiti within 10 days of it being identified.
- Arrange for abandoned vehicles to be removed from our land within 10 working days.
- Provide a caretaking and cleaning service in multi-storey flats to keep communal areas clean, safe and tidy.
- Secure any abandoned property on the same day it is reported.
- Take an active part in programmed inter agency initiatives aimed at creating cleaner, greener, safer and more sustainable communities.

Its our business to enrich lives, homes and communities