



## **Estate Management Service Standard**

**We will deliver an estate management service to create neighbourhoods and communities that are well maintained and safe and residents are proud to live in.**

### **To achieve this, we will:**

- **Undertake a schedule of estate inspections, which will:**
  - Include all of the areas where we own homes on a regular basis to make sure standards agreed with tenants, residents and other partners are being met
  - Give all tenants and residents advance notice of inspections by publishing their dates in advance and promoting inspections on our website and social media
  - Inspect communal areas within blocks of flats at least once a month to ensure that they are safe and clean
  - Provide feedback on the issues raised and actions taken following estate inspections
- **Consult you about environmental improvements or regeneration projects on your estate:**
  - Involve you in decisions on the future use of open spaces and grassed areas
- **Carry out work on our estates to ensure that they are safe and in a good condition, this includes:**
  - Carrying out repairs to communal areas in accordance with our Repair Response times – within 24 hours for an emergency; 5 days for urgent repairs; and 28 working days for routine jobs
  - Carrying out a planned schedule of works to communal areas
  - Removing any dangerous or substantial accumulations of litter on our land within 48 hours of identifying the problem or receiving a complaint
  - We will work with other Council Departments, Gloucestershire County Council and other partners to:
    - Investigate and resolve issues relating to abandoned vehicles on our land which may result in removal
    - Maintain communal grassed areas, footpaths, roads, parking areas, street lighting, street furniture, sewers and drains
    - Keep the communal areas of blocks of flats clean and tidy

- Removing any obscene or offensive graffiti within 5 working day and all other graffiti within 28 working days
  - Carrying out repairs to communal aerials and CCTV cameras
  - Consider estate design, lighting, fencing and any other features which can help to improve appearance, minimise anti-social behaviour and make your place pleasant
  - Making sure gardens in empty Council owned properties are kept tidy
  - Quickly deal with any pest infestations within communal areas
  - Trimming or removing trees that are hazardous within 28 days of being notified, unless the trees are protected by a Tree Preservation Order in which case an application to the Council's planning department must be made prior to works commencing
- **Support tenants and residents to do their bit to maintain the quality of shared spaces by:**
    - Providing tenants and leaseholders with information and practical support to keep communal areas in blocks free from rubbish
    - Reinforce this when we sign up new tenants, at estate inspections and in other feedback
    - Promoting community events and encouraging community spirit and pride.
    - Investigating any breaches of Tenancy Agreements or Leases, making sure that households:
      - Maintain their gardens and hedges, keeping them tidy and free from rubbish
      - Dispose of household, garden and recycling waste properly
      - Park vehicles in proper parking spaces or on driveways with a dropped kerb crossing
      - Do not allow dogs to roam the neighbourhood or foul in public places
- **To keep you informed about how well we're doing we will publish the following performance measures each year:**
    - % tenants satisfied their landlord makes a positive contribution to their neighbourhood
    - % tenants satisfied their communal areas are clean and well maintained
    - % tenants satisfied that the property or building in which they have a home is safe
    - % repairs carried out within our published response times