



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 days 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