

## Estate Services

We know how important it is to keep the shared and communal areas of your home clean, tidy and safe, which is why we aim to provide services that keep your community in good condition and somewhere you're proud to live.



### Internal communal areas

#### We will:

- **Complete a full inspection of your building every four weeks** – report any repairs as we find them and move any fly-tipped rubbish or items blocking communal areas, fire doors and exit routes
- **Remove all rubbish** – to stop rubbish causing a health hazard or safety issue, we aim to remove it within 24 hours of it being reported
- **Remove any graffiti** – we stand firmly against racism, hate and discrimination of any kind and will remove any offensive graffiti within two working days of it being reported
- **Remove items creating a fire hazard** – we take your safety seriously, we will aim to remove any items or personal items obstructing communal areas, fire exits and emergency escape routes within 24 hours of it being reported
- **Clean all communal areas** – including stairwells, landings, handrails, doors, windows and walls at least every month. Please note that how often we clean internal communal areas varies depending on requirements



## External communal areas

### We will:

- **Cut communal areas of grass** – every two weeks between March and October
- **Prune, maintain and tidy shrub beds** – every April, September and December
- **Collect and tidy up leaves** – once a month between September and December
- **Cut hedges and maintain green spaces** – every April, September and December
- **Complete litter inspections and picking** – every month throughout the year
- **Clean the outside of windows** – depending on the location, all windows will be cleaned every two weeks, once a month or once every three months



## Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will