

Estate and garage management

service standard 2008-09



We aim to deliver an effective estate management service to help our tenants and leaseholders live in homes and places where people want to live.

To achieve this we will:

- Complete all repairs to communal areas within 10 working days of them being reported
- Remove any offensive graffiti within 24 hours and all other graffiti within 10 working days
- Work with Nottingham City Council and other agencies to:
 - Remove abandoned vehicles within five working days
 - Maintain communal grassed areas, footpaths, roads and street lighting
 - Consult you about environmental improvements or regeneration projects
- Carry out estate inspections at least once every three months to make sure standards agreed with residents and other partners are being met on all of our estates
- Publish estate inspection dates in advance and invite local people to attend
- Provide feedback on the issues raised and actions taken following estate inspections
- Investigate reports of abandoned properties within two working days of being informed about them
- Make sure gardens in empty properties are kept tidy

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(continued)



- Investigate any breaches of the tenancy agreement that affect the appearance of estates, making sure that tenants:
 - Maintain their gardens, keeping them tidy and free from rubbish
 - Maintain their hedges to a maximum height of 1.8 metres at the back and 1.4 metres at the front
 - Dispose of household, garden and recycling waste properly
 - Park vehicles in proper parking spaces or driveways with a footpath crossing
 - Do not allow pets to roam the neighbourhood or foul in public places
- Ask you what you think of our services and use what you tell us to help improve those services.

Where there are communal garage sites on an estate we will:

- Agree a long term strategy with Nottingham City Council for garage development, including the production of local action plans
- Carry out repairs and maintenance of garages and their sites
- Include garage sites within our estate inspections every three months
- Survey garage users about their opinion of the service once a year.