
Service standard: Managing your estate

A customer guide to effective, professional and consistent estate management standards.

We are committed to keeping estates clean, tidy and well maintained.

These service standards tell you what services to expect from us and how you can get involved. For tenants who pay a service charge, a service charge provision sheet is provided with your tenancy agreement.

We manage your estate by providing services, which could include the following:

- Caretaking
- Cleaning shared areas
- Looking after the shared gardens
- Window cleaning
- Removing litter and bulky waste
- Dealing with graffiti and abandoned vehicles
- Repairs to shared areas
- Making sure that fire safety equipment is in good working order.

These services are provided by our scheme managers, contractors or other members of staff.

Not all tenants will receive all of these services. We will tell you in the rent advice letter we give you every March which services you will receive and how often they will happen.

Gardening

We will:

- Tell you how often communal grass will be cut and maintain shared grassed areas.
- Prune shrubs at least twice a year.
- Maintain shrubs and hedges to agreed standards.
- Weed shrub beds, hedges and hard paved areas.
- Remove litter and rubbish from communal areas.
- Carry out minor pruning to trees.
- Carry out major work to trees when health and safety regulations recommend that we do so.

Cleaning shared areas

We will:

- Clean all shared areas at regular intervals.
- Vacuum carpets and mop vinyl floors.
- Clean hard surfaces such as window frames and skirting boards.
- Clear litter from inside the block and the entrance area.
- Make sure our scheme managers update their records in real time on Total Mobile and NCHA can provide cleaning information to customers upon request.
- Regularly test and maintain fire alarms.
- Clean communal windows that are accessible within health and safety guidelines.

Your community services

We will:

- Remove graffiti within 28 days of it being reported and remove offensive graffiti within 24 hours of it being reported.
- Start the Abandoned Car Procedure to remove abandoned cars within five working days of being told about them.
- Tell you how best to get rid of unwanted furniture and white goods such as washing machines and fridges.
- Remove illegally dumped furniture or white goods within ten working days of being told about it.
- Report and arrange for repairs to shared areas as soon as we become aware of them.
- Regularly inspect estates at agreed intervals during scheme manager and your community coordinator visits and record our checks.
- Publish the days of scheme manager visits on our website (www.ncha.org.uk) and on noticeboards.
- If dogs are causing a problem, work with the dog owners to make sure they keep to their tenancy agreement.
- Help individual tenants and community groups to deal with community issues such as street cleaning, crime and road safety.

How we monitor these service standards

Service standards are monitored through:

- Logged feedback and complaints received from tenants
- Staff inspections of communal areas
- Annual tenant communal services survey
- Tenant exit survey.

This information will be looked at by staff and tenants and the outcomes used to improve communal services.

What you can do to get involved

Community Voices help us to keep an eye on the standard of our services. If you are interested in becoming a Community Voice please contact your community co-ordinator.

More information

If you don't think we're meeting the standards set out above please let us know.

Email info@ncha.org.uk to get in touch with us. Alternatively you can call us on 0800 013 8555.

Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.