

Estate Services

What you can expect from us

- provide a clean to communal blocks on a fortnightly basis
- our contractors will carry out a monthly health and safety check of the communal areas in every block
- when reported, we will pass any fly tipping requests onto our contractor for clearance
- publicise contact details for Estate Services alongside cleaning schedules, using Insight
- support partnership working development with our waste and recycling team to make sure waste management best practice delivery on estates. Using this, for example, to:
 - make sure sufficient numbers of bins are provided
 - increase recycling on estates wherever possible.

We will measure our success by:

- improving the proportion of tenants:
 - with communal areas who report that they are satisfied that we keep communal areas clean and well maintained
 - who report that they are satisfied that we make a positive contribution to the neighbourhood
- keeping you updated about our performance, by working to ensure:
 - 100% of blocks are cleaned fortnightly
 - 100% of communal area health and safety checks in blocks are undertaken monthly
 - prioritising fly tipping, so they are removed as quickly as possible.