

Our promise

We're committed to keeping your scheme **clean, safe, and well maintained**. That means:

- Making sure you feel safe in your home and neighbourhood.
- Responding to reports of anti-social behaviour (ASB).
- Providing a high standard of estate management.
- Maintaining communal areas in a way that reflects care and pride.

How we work with you

We believe neighbourhoods are strongest when we work together. By listening to you and involving you in decisions, we can respond more effectively and maintain a better quality of life for everyone.

We will:

- Let you know who to contact about issues such as **dog fouling, pest infestation or fly tipping**.
- Work with you to agree **local priorities** and set **clear action points** through resident meetings.
- Provide contact details for your **local neighbourhood policing team** if you've experienced ASB or crime.
- Work alongside **police and other agencies** to tackle serious ASB.
- Attend local authority **joint agency meetings**, where available, to develop coordinated responses to serious issues.

Responding to anti-social behaviour

We aim to make it easy for you to report ASB and to feel confident that it will be taken seriously. We'll be open about what we can do – and we'll often need your support to resolve it effectively.

Our commitments:

- Respond to **emergencies**, such as hate crime or serious threats of violence, within **one working day**.
- Assess all ASB or harassment reports within **seven working days** (unless exceptional circumstances delay this).

Our approach

When you report ASB, we will:

- Give you the name and contact details of the officer managing your case.
- Be fair, respectful, and understanding throughout.
- Base our response on the evidence available.
- Share our knowledge and options for tackling the issue.
- Agree an action plan with you – tailored to your needs.

- Be honest about what action we can take, what you can do, and how long it may take.
- Provide regular progress updates.
- Suggest mediation where appropriate.
- Only consider eviction as a last resort, after all other options have been explored.

When a case is closed

We will:

- Give feedback to all parties.
- Explain clearly if we cannot progress a complaint, and why.

Estate Management

We work with local services – including police, highways, cleaning and environmental teams – to keep your scheme safe and clean.

We will:

- Remove health and safety hazards within **one working day**.
- Remove fly-tipped items within **ten working days**.
- Remove offensive graffiti **within 24 hours**, and all other graffiti within **five working days** (or cover it temporarily if specialist removal is needed).

Maintaining your communal areas

We will:

- Keep communal and landscaped areas tidy.
- Remove weeds and moss from paved areas as required.
- Keep grass at a reasonable height during the growing season.
- Prune hedges to avoid blocking footpaths.
- Remove litter and autumn leaves during grounds maintenance visits.
- Ensure fire safety systems are regularly tested and maintained.
- Respond to building security concerns as an **emergency**.
- Repair faulty communal lighting within **20 working days**, or **1 day** if it presents a safety risk.
- Provide internal and window cleaning when included in your service charge.
- Carry out **quarterly health and safety inspections** of all communal areas.
- Provide you with an **annual service charge schedule** that explains any charges for communal services.

Contractor standards

When we use contractors, we expect them to:

- Be polite, helpful and approachable.
- Follow our Approved Contractors Code of Conduct.
- Complete work to the agreed specification for your scheme.
- Comply with all health and safety requirements.

People, Places, Partnerships in practice

Managing safe and welcoming neighbourhoods is a shared responsibility.

For **people**, it means listening to your concerns and responding in a way that's fair, consistent and respectful.

In the **places** we manage, it means maintaining clean, safe spaces that people are proud to call home.

Through **partnerships** – with residents, contractors and agencies – we work together to tackle issues and support stronger communities.

Thank you for playing your part in helping us keep your neighbourhood safe, supportive and well looked after.