



# Your Neighbourhood Service Standard

**This service standard gives a summary of how we manage your scheme and the standard of service you can expect from us.**

## Our promise

We are committed to ensuring your scheme is clean, safe and well maintained and we aim to do this by:

- making you feel safe in your scheme;
- responding to reports of anti-social behaviour (ASB);
- providing a high standard of estate management;
- maintaining the communal areas within your scheme.

## Your scheme

By working together with our partner agencies and local residents, we will have a greater awareness of what is affecting your scheme and be able to resolve problems more effectively.

To do this we will:

- give you information on who you can contact about problems you have identified at your scheme such as discarded needles, dog fouling, pest infestation and fly tipping;
- work with our residents to produce local priorities for your scheme and agree action points to progress (this will be through our Scheme Champions and resident meetings);
- provide contact details of your local neighbourhood policing team if you tell us you have been affected by crime or ASB;
- work with local policing teams and other agencies to tackle reports of ASB;
- attend local authority joint agency meetings, if they operate in your neighbourhood, to discuss serious reports of ASB and agree joined up responses to tackle them.

## Responding to reports of anti-social behaviour

We aim to provide a service that makes it easy to report ASB, investigate your complaint seriously and give you a clear indication of the action that we can take.

We will often need your support if we are to be successful in tackling the anti-social behaviour.

We will:

- respond to emergencies, such as hate crime or serious threats of violence within one working day;
- make an initial assessment of any report of antisocial behaviour, or harassment within 7 working days, subject to any unexpected absence by our lead officer.

### ***Our approach***

We will:

- provide you with the contact details and name of the person responsible for managing your case;
- be understanding of your concerns; treat you fairly and sensitively during our investigations and base our response on the evidence available to us;
- be knowledgeable and have a good understanding of ways to tackle ASB;
- agree an action plan, setting out how we will respond to ASB. This will take into account your individual needs;
- agree the action we can/will take, including timescales and recommend what you can do to tackle the ASB;
- agree dates for updating you on progress with your case;
- encourage the use of mediation if we feel this will help;
- only use eviction as a last resort, having first considered or tried other remedies available to us.

### ***Closing a case***

We will give all parties feedback on the outcome of our investigations and advise you if we are unable to progress your complaint, explaining why.

## **Estate management**

Where needed we will work closely with other agencies, such as the police, highways, cleaning and environmental services to tackle any estate management problems so that your scheme is safe and clean.

We will:

- remove items that could be a serious risk to health and safety within 1 working day of being reported;
- remove items reported as fly tipping on our schemes within 10 working days of being reported;
- remove graffiti within 24 hours of it being reported if it is offensive or within 7 days for non-offensive graffiti. If it is not possible to remove the graffiti, we will cover it up until we can get it specially treated;

## Maintaining the communal areas in your scheme

We will:

- keep our communal and landscaped areas neat and tidy;
- remove or treat weeds and moss on paths and other paved areas as required;
- monitor and maintain grass at a reasonable height during the growing season (weather permitting);
- prune hedges to keep them at an appropriate height and to stop branches from blocking footpaths;
- remove litter from landscaped areas during grounds maintenance visits, this includes leaves from paths and paved areas during the autumn months;
- have arrangements in place to ensure the fire safety systems and installations within your scheme are regularly tested and maintained;
- respond to concerns for building security as a matter of emergency;
- respond to reports of faulty lighting to communal areas within 28 working days or within 1 working day if there is a risk somebody may hurt themselves;
- provide window cleaning and an internal cleaning service where we have communal areas. The frequency of which will depend on each scheme's service charge income collected against the cost of providing this service;
- inspect all of our internal and external communal areas every 3 months as part of our health and safety assessment of the scheme;
- write to you once a year to tell you how much you are paying for any communal services in the form of a service charge schedule.

Where schemes have services from contractors we will expect them:

- to be polite, approachable and helpful and carry out their work in accordance with our Approved Contractors 'Code of Conduct';
- to undertake work in accordance with the specification established for your scheme;
- to ensure they comply with all health and safety requirements.

We will work with you through your Scheme Champions (if applicable) and annual resident meetings to audit services provided to your scheme.

If you would like further information about resident involvement opportunities, please contact our Housing and Support team.