



## Estates and Environment

We want you to enjoy a clean, green and safe environment where you live. We are highly visible, with our estate teams 'on the patch' offering help where there are issues such as graffiti, rubbish dumping and littering and working with you to resolve them.

We also work with our contractors and other council services aiming to deliver year round excellence in cleaning and grounds maintenance to the buildings and land we manage.

### Looking after your environment

**We will:**

- Make it easy for you to report estate issues such as overgrown gardens, dumped rubbish, graffiti or vandalism, using our online form or by phoning our customer contact centre.
- Have a friendly and helpful team of Estate Assistants on the patch with the right tools, responding promptly to the estate issues you report.
- Be active on your estate, carrying out regular inspections and taking a 'can do' approach to tackle eyesores and getting jobs done.
- Aim to complete 98% of planned estate inspections and invite you to be involved in them.
- Remove racist or offensive graffiti within 1 working day. Other graffiti will be removed within 20 working days of it being reported.
- Offer a bulky waste collection service for a charge to help you deal with unwanted bulky items. We will agree a day and time with you to collect your item(s).
- Investigate and remove any dumped items from land that we manage within 5 working days. We will provide information on collection services to help prevent this happening and take enforcement action if appropriate.
- Remove fly-posting that poses a health and safety risk within twenty four hours and other reported Fly Posting within 20 working days.
- Offer a Pest Control service at a charge to help with pest infestations in your home, including rats and mice, wasps and bees and cockroaches. We take responsibility to treat infestations within communal areas.
- Work with tenants to prevent tenancy breaches, such as keeping tidy gardens or disposing of household and recycling waste in the right way.
- Offer advice to anyone who needs additional support, such as with garden maintenance or refuse collection.

- Involve you by holding events within the community through walkabouts, drop- ins and campaigns, so you can have a say on making a difference in your neighbourhood. Also offer you opportunities on other ways to be involved with our service, through different forms of customer engagement. See our Resident Engagement Service Standard.

### Looking after cleaning in our high rise and low rise buildings

**We will:**

- We have a Service Level Agreement in place with contractors to deliver consistently high standards of cleaning to our shared areas, such as entrance halls, lifts, landings and stairs.
- Display information in your building so you know what cleaning should be done and when. Cleaners will sign the notice to say when they have cleaned.
- Respond to your concerns about the standard of cleaning in your building within 24 hours of you telling us.
- Inspect our buildings, to check that the cleaning standards are being kept. We will do this with our block champions in those buildings where they are present.
- 98% of our high and low rise buildings must pass our cleaning inspection.

### Keeping it safe and secure

**We will:**

- Carry out fire safety inspections of all communal areas within high rise buildings twice a week and at least once every 3 months for low rise buildings.

- Carry out annual fire risk assessments to our high rise buildings (more than three storeys) and every 3 years to low rises.
- Provide opportunities for you to become involved in supporting our safety management in our high and low rise buildings. See link to Building Safety Advocate.
- Use CCTV cameras with controlled access to maintain the security of all high rise buildings 24 hours a day, 7 days a week, 365 days a year.
- Carry out a 5 year proactive health and safety programme for all trees on land we manage and taking urgent action on those that are hazardous.
- Carry out repairs to communal areas in accordance with our repair response times.
- Work with our partners to promote fire safety messages through road shows and other campaigns in our neighbourhoods, and will offer support to the most vulnerable.

## Looking after green areas

### We will:

#### Work with Solihull Council and their contractors:

#### Between March – September Grassed areas

- ✓ Cut grass every 13 days approximately
- ✓ Litter pick before mowing
- ✓ Cuttings blown off hard standing areas onto grass
- ✓ Hard standing area weeds/moss sprayed 3 times

#### Between October – February Shrubs/Hedges/Leaf Fall one off annual maintenance

- ✓ Shrub beds weeded and sprayed
- ✓ Leaves cleared from communal areas

### We ask you to:

- Tell us if you would like to brighten up your area or be involved in community activities (such as the Green Forum) like litter picking, clean up or planting campaigns or become a block champion.
- Look after your estate by taking care not to drop litter, dump rubbish or leave dog mess behind on public space and communal areas.

- Keep you and your neighbour's safe by following fire safety guidance.

## How will we keep a check on our standards

### We will:

- Carry out regular inspections and hold our contractors to account.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.
- We will use your feedback to improve our service.

## How we will update you on how we are doing

### In our Annual Report we will tell you:

- the percentage of our high and low rise buildings passing our cleaning inspection- our 2020/21 target for this is that 98% must pass and
- the percentage of estate inspections we completed – our 2020/21 target for completing these is 98%.

### We will:

- Let you know how we are tackling environmental issues through our quarterly newsletter.
- Provide up to date information on our website at [www.solihullcommunityhousing.org.uk](http://www.solihullcommunityhousing.org.uk)
- Share posts on Facebook, Twitter and Instagram for you to see what we are up to.

## We will review our Service Standards

### When we:

- Review our Key Performance Indicators as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.