

Estates service standards guide



Introduction

This guide sets out the standards that we expect on our estates. It's used for monthly and quarterly inspections so we can make sure all our estates are at the standard that our customers expect and deserve.

Each estate will be assessed against the examples shown and rated either excellent, pass or fail. Every estate should meet the pass level as a minimum, however, we should be aiming for excellent.

It's important to remember that the examples given in are for guidance as there will always be an element of personal opinion when making a judgement. By involving Estate Champions and customers in our inspections as well as Asset Delivery Managers and our Estates Delivery Manager, we can make sure the estate is assessed and scores agreed by more than one person.

Estates Standards Assessment

Excellent - The estate is assessed as being in above average condition. There are minor matters or no matters to report.

Pass - The estate is assessed as being in average condition. There are some matters that require improvement.

Fail - The estate is assessed as being in below average condition. There are a number of matters to report – attention required.

The items listed below are for guidance only. They are designed to encourage you to be aware of the different issues that may arise on the estates. Examples have been provided for each category.

Not all elements will be applicable to each block, for example, not all blocks will have a shed or play area.

Communal gardens and green spaces

Excellent (E) -

No litter/ debris/ fly-tipping, a high number of well-maintained plants & shrubs or nicely cut grass if no plants or shrubs



Pass (P) - Overall satisfactory however there may be some concerns such as litter or grass cutting.



Fail (F) - Neglect - shrubs and grass overgrown. Litter has accumulated.



Trees

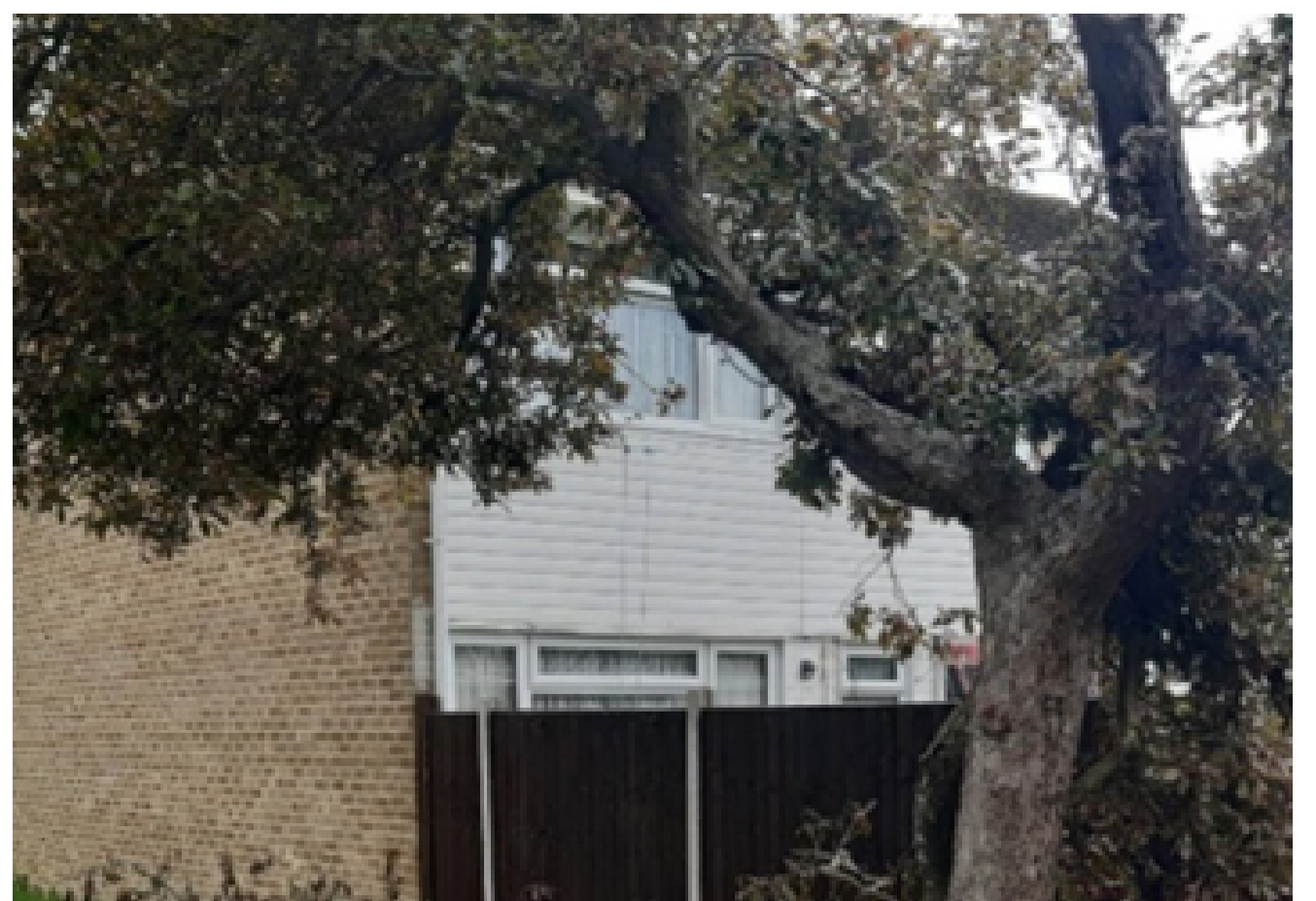
Excellent (E) - Trees are well formed, not causing a physical obstruction, or encroaching onto buildings. There is no evidence of disease



Pass (P) - Trees are generally well formed, not causing a physical obstruction, minor encroachment noted but not considered a hazard, according to our tree policy.



Fail (F) - Trees are poorly formed, causing a physical obstruction and/or encroaching onto buildings/structures. There is clear evidence of disease.



Weeds (on hard standing areas)

Excellent (E) - The area is completely free of weeds.



Pass (P) - The area has a small amount of weeds and moss and there is evidence of weed treatment.



Fail (F) - The area has an unacceptable amount of weeds.



Hedges and shrubs

Excellent (E) - Shrub and hedges are well maintained, cut back and attractive to the eye.



Pass (P) - The area is slightly overgrown, but properties, walkways and signs are not obstructed.

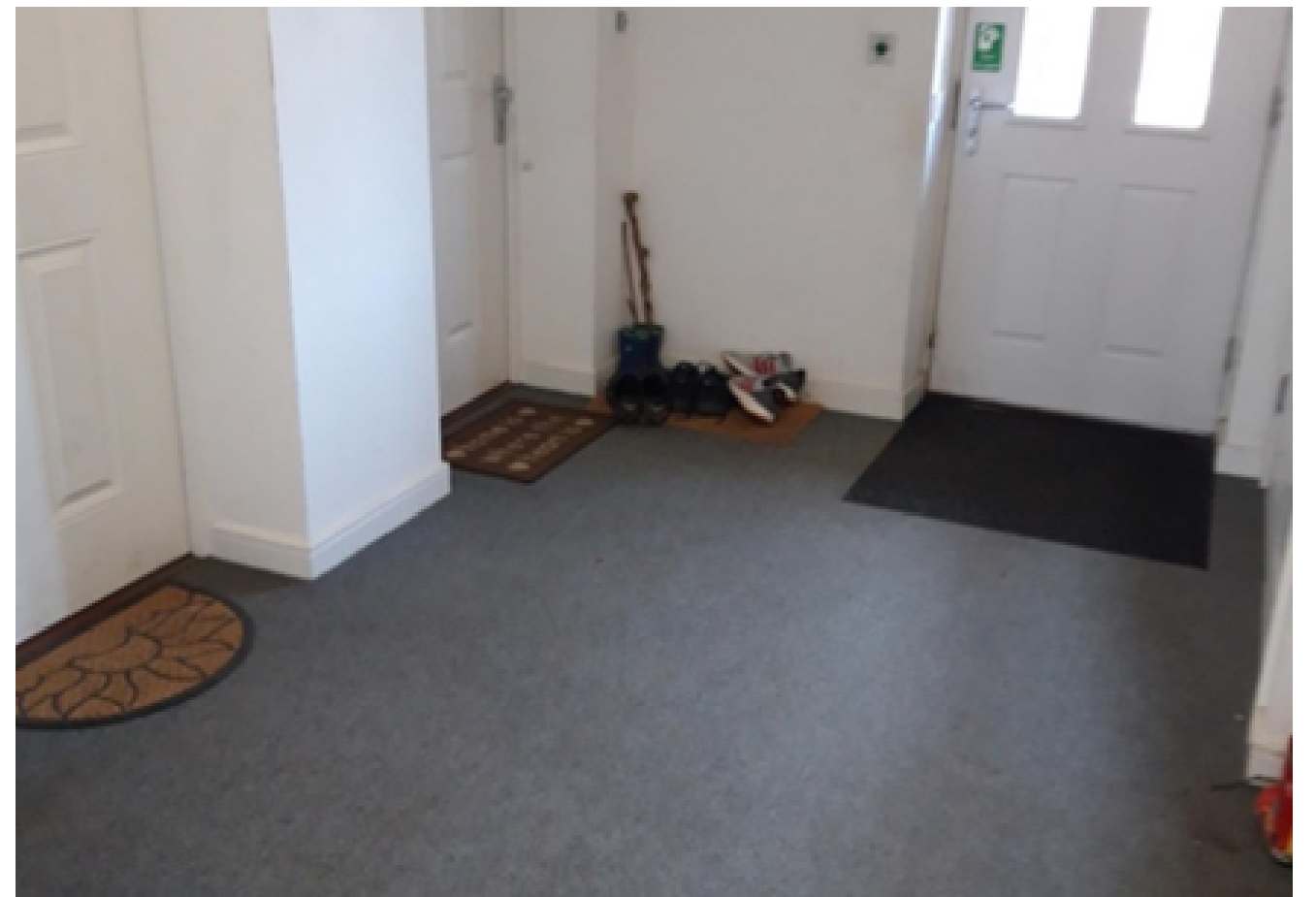


Fail (F) - The shrubs or hedges are overgrown and appear to have not been attended to for a long period of time.



Communal landings and stairs

Excellent (E) - Shows high standard of cleanliness, tidy and free from obstructions and graffiti. No litter or bulky items.



Pass (P) - Majority of areas are clean, there may be one issue raised such as rubbish, obstructions, damage, or graffiti.



Fail (F) - A number of matters to report that may include rubbish, obstructions, unclean, damage or graffiti. **Anything that's a fire risk is an automatic fail.**



Bin areas

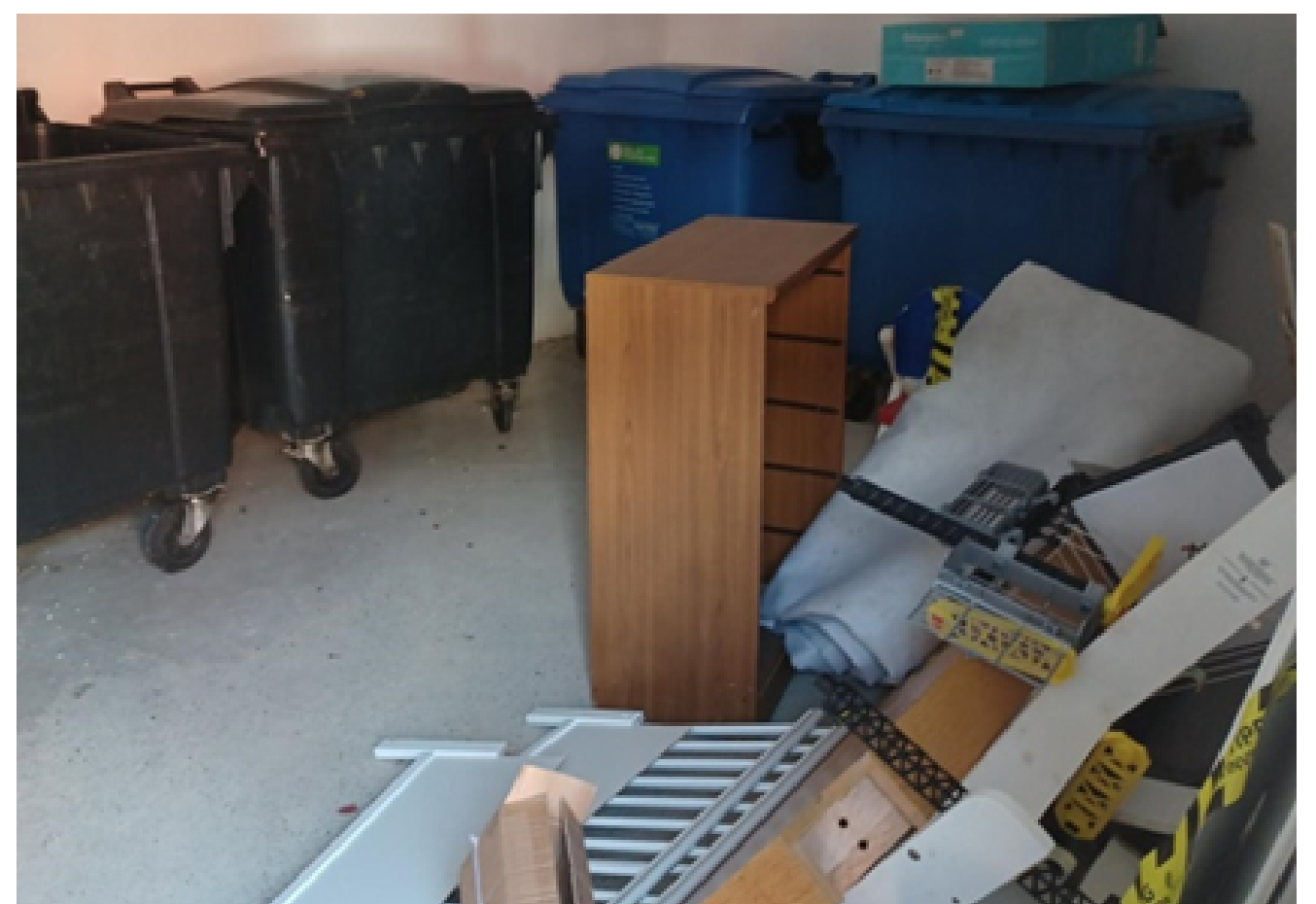
Excellent (E) - There has been no missed collection and no spillages. The bins have been returned to the refuse store which has been closed and locked.



Pass (P) - There has been no missed collection. Most spillages have been cleaned up. The bins have been returned to the refuse store but it has been left open/unlocked.



Fail (F) - There have been one or more missed collections. The bins have not been returned to the bin store. Spillage from bins has not been cleared up.



Play areas

Excellent (E) - The play areas are litter and graffiti free, and the equipment shows no signs of wear and tear. Clear signage that shows it's mhs homes.



Pass (P) - The play areas would have no more litter than would be expected throughout a normal day. The equipment is in working order and there are no signs of graffiti.



Fail (F) - The play areas have excess litter, the equipment show significant signs of wear and tear or isn't present. Graffiti is present, there is excess amounts of litter present. Hazardous items may also be present.



Lifts

Excellent (E) - The lift is fully functioning and well maintained. It is very clean and free from graffiti and unpleasant smells



Pass (P) - The lift is fully functioning and clean.



Fail (F) - The lift is out of order, shows signs of vandalism/graffiti and is unclean.



Block Signage

Excellent (E) - Clear and concise lettering that is clearly visible in a prominent position across the estate.



Pass (P) - Wear and tear on the signage. Overall, the user is still able to navigate the site.



Fail (F) - Signage is missing or severely damaged and/or out of date.



Notice Boards

Excellent (E) - The notice board is full of facts and updates on current issues. It's in excellent condition and proves a valuable method of communicating with the local community.



Pass (P) - The notice board contains a few relevant and current updates. There are items that are out-of-date. The board may have suffered minor damage/vandalism at some point in time.



Fail (F) - No noticeboard or there's no information in the noticeboard, or it may be damaged.



Car Park areas

Excellent (E) - No fly-tipping and free from graffiti and abandoned vehicles. All cars parked within marked bays.



Pass (P) - Average - at least one issue to report e.g., cars not parked within marked bays, fly-tipping, caravans



Fail (F) - A combination of abandoned vehicles, fly-tipping, excessive amounts of litter or poor/missing parking bay markings.



Garages

Excellent (E) - No fly-tipping and free from graffiti and spillages. Door fronts in good condition.



Pass (P) - Satisfactory – up to three issues to report, eg missing or damaged door fronts or matters such as graffiti or vandalism.



Fail (F) - The area is in below average condition. More than three issues to resolve. This may include repairs or not being secure, graffiti, fly tipping, uneven surfaces.

