

CYNGOR SIR POWYS COUNTY COUNCIL

Housing Services

Estate Management Service Standard

Reference	SS LL 05
Version	1
Issue date	1 August 2015
Review date	1 February 2017
Agreed by	Cabinet Tenant Liaison Forum

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Powys County Council - Housing Services Estate Management Service Standard

We will deliver an estate management service to help our tenants and leaseholders live in homes and places they are proud of.

To achieve this we will:

- 1. undertake a schedule of estate inspections, which will:**
 - a) include all of the areas where we own homes at least once every 12 months to make sure standards agreed with tenants, residents and other partners are being met
 - b) include garage site inspections to ensure they are maintained and used appropriately
 - c) give all tenants and residents notice of inspections by publishing the dates in advance and inviting local stakeholders to attend
 - d) provide feedback on the issues raised and actions taken following estate inspections
 - e) inspect communal areas within blocks of flats at least once a month to ensure that they are safe and clean

- 2. consult you about environmental improvements or regeneration projects on your estate, which will include:**
 - a) surveying people who rent garages about their use and condition from time to time
 - b) where the garages no longer serve a useful purpose, consulting with the local community on a more beneficial use for the site

- 3. carry out work on our estates to ensure that they are safe and in a good condition, this includes:**
 - a) removing any dangerous, or substantial accumulations of litter on our land within 24 hours of identifying the problem or receiving a complaint. We will remove all other litter within 5 working days of identifying the problem or receiving a complaint
 - b) working with other Council Services and other partners to:
 - I. remove abandoned vehicles within 30 working days
 - II. maintain communal grassed areas, footpaths, roads, street lighting, sewers and drains
 - c) completing repairs to communal areas of flats within 10 working days¹. Where the repair is an emergency repair we will complete this within 1 day
 - d) keeping the communal areas in blocks of flats clean and tidy
 - e) removing any obscene or offensive graffiti within 24 hours and all other graffiti within 5 working days
 - f) carrying out repairs to communal aerials within 3 working days
 - g) making sure gardens in empty council owned properties are kept tidy
 - h) dealing with any pest infestations within communal areas within 2 working days or within 24 hours if the infestation represents a risk to the health

¹ This is dependent on the nature of the repair required

and safety of the occupiers, through an external private pest control company

- i) trimming or removing trees that are hazardous within 28 days of being notified, unless the trees are protected by a Tree Preservation Order
- j) carrying out appropriate repairs to garages and their sites

4. ensure that tenants and residents do their bit to maintain the quality of the environment by:

- a) investigating any breaches of Tenancy Agreements, making sure that tenants:
 - I. maintain their gardens and hedges, keeping them tidy and free from rubbish
 - II. dispose of household, garden and recycling waste properly
 - III. park vehicles in proper parking spaces or on driveways with a dropped kerb crossing
 - IV. do not allow dogs to roam the neighbourhood or foul in public places
- b) making sure that the occupiers of former council homes maintain their gardens, where covenants allow
- c) making sure that tenants and leaseholders keep communal areas in blocks free from rubbish.

To keep you informed about how well we're doing we will publish the following performance measure each year:

% of tenants who are satisfied with the environment of their estate.

The performance will be discussed with the Tenant Liaison Forum.