

You must ensure that your household rubbish is not stored inappropriately in the communal areas and that it is not left outside all week.

You should park considerately and report any abandoned vehicles immediately.

Do not store items in the communal areas of flats that may hold up a quick exit in cases of fire.

Do not obstruct these communal areas so that you prevent the cleaners, caretakers, gardeners or any of our contractors from doing their job effectively.

You should report any acts of vandalism immediately so that we can take appropriate action. Do not assume that someone else has reported the problem.

Where you notice that communal lighting is not working, report the problem, telling us the location of the light.

On the Woodgrange Drive estate we will ensure that all lampposts are numbered and that a detailed map of your area will be available in our Centre Place reception area to enable you to identify exactly where the defective light is.

If you feel these service guarantees have not been met, please tell us by contacting your Area Housing Manager. We will consider your views and try to address them as quickly as possible. Where we do make mistakes we will rectify them and do our utmost to ensure they are not repeated.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Estuary Housing Association Ltd

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ESTATE SERVICES



Estuary is a housing association with Charitable Status

Service Guarantee 5

Your estate services:

We want to provide a good quality service to you, irrespective of whether we do the work directly or employ contractors.

Our estate services include:

- grounds maintenance,
- cleaning communal areas
- caretaking services.

We employ some staff directly on our estates, other areas will have contractors that carry out our estate services.

Our directly employed estate based staff work in the following areas:

- Burnham on Crouch
- Shoeburyness
- Tilbury
- Woodgrange Drive Estate, Southend on Sea (including Beresford Mansions & York Road)

These services do not apply to all estates. Your service charge will tell you which services you receive.

Our guarantee

To ensure that we provide quality estate services we guarantee the following:

- We will provide you with a clear specification for the services that you receive and pay for through your service charge.

- We will consult you on the specification and any proposed changes to the service provided on your estate.
- Our staff will undertake regular inspections of your estate to monitor the standard of the services.
- Inspections dates will be publicised. We actively encourage our Estate, Block and Street representatives to be involved with the monitoring of your estates. This will include providing information on action plans following estate inspections.

When we carry out estate based inspections we monitor:

- Car parking areas
- Communal gardens, play spaces and green space, including shrub beds.
- Communal hallways and stairwells
- Bin stores
- Door entry systems

We will consider:

- Standards of cleaning
- Standards of gardening
- Amount of bulk rubbish and fly tipping
- Whether there are any abandoned vehicles
- Any graffiti problems
- Whether there are any communal repairs, which need doing, for example broken windows

We will provide the Federation of Estuary

Residents and any locally based residents association with copies of all our gardening, cleaning and caretaking specifications.

All staff and contractors will wear identification badges.

Directly employed estate based staff will wear corporate clothing.

We expect our contractors to provide evidence that they can meet our requirements and have the staff necessary to undertake the work.

Where you report problems with estate based services we will respond to you with an action plan.

Issues relating to health and safety will be dealt with as a priority.

We will deal effectively with abandoned vehicles and have clear procedures for tackling this problem.

We will act promptly against anyone who breaches the terms and conditions of their tenancy.

Your Responsibilities

We will expect you to respect the communal areas.

Do not throw rubbish over balconies, landings or from windows.