

# Looking after our Neighbourhoods

**Bromford.**

**Service Standards**

This service standard applies to customers whose home is part of an estate or scheme that may have shared internal and external spaces within the neighbourhood which we own and manage.

Services in schemes that have shared internal or external spaces are delivered by a number of teams and contractors and are designed to ensure you live in a safe and clean environment.

## Your surrounding environment

### We will:

- be visible in your neighbourhood, carrying out regular inspections and taking a 'can do' approach to tackle concerns and getting jobs done
- inspect every supported or independent living scheme communal area a minimum of once per quarter, to ensure you're living in a safe environment
- remove racist or offensive graffiti within one working day - other graffiti will be removed within 20 working days of it being reported
- remove fly tipping that poses a health and safety risk within 24 hours and other reported fly tipping within 20 working days
- take responsibility to treat pest or vermin infestations within communal areas and use our specialist contractor - where an infestation has been caused due to a lack of repair to our building, we will also take responsibility
- work with and support customers 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
- support you if you or your family are a victim of anti-social behaviour or hate crime in line with our **Nuisance, ASB and Hate Crime service standard**

## We ask you to:

Keep the outside of your home and community tidy and clean and to report anything that is making your estate untidy. Some examples of things you may want to report, so that we can investigate and look to resolve include:

- dumped rubbish or fly tipping
- health and safety concerns
- trip hazards, fire risks or other disrepair
- overgrown gardens
- graffiti

Look for advice on our **website** for dealing with non urgent cases of anti-social behaviour.

## Cleaning services in our high and low rise buildings

### We will:

- have a Service Level Agreement in place with contractors and our own internal teams to deliver consistently high standards of cleaning to our internal shared areas, lifts, landings and stairs
- provide information on request so you know what cleaning should be done and when
- inspect our buildings to check that the cleaning standards are being kept - we will do this as part of our block inspection process and on any visit to the building

### We ask you to:

- raise any concerns about the standard of cleaning with your neighbourhood coach

## Fire safety

### We will:

- carry out fire safety equipment inspections of all communal areas within high-rise buildings monthly and at least annually for all other communal areas within our buildings
- carry out annual fire risk assessments and flat front door inspections to every internal communal space
- complete six monthly checks on communal gas boilers and annual checks on electrical communal boilers
- complete a five yearly electrical test for communal areas
- carry out a five year proactive health and safety programme for all trees on land we manage and taking urgent action on those that pose imminent, significant risk to property or a person
- carry out repairs to communal areas in accordance with our [Responsive Repairs Service Standard](#)
- work with our partners to promote fire safety messages and other campaigns in our neighbourhoods, and will offer support to the most vulnerable
- carry out a service on any lift within our buildings every six months and complete an annual safety inspection

### We ask you to:

- test your smoke alarm every week
- never leave cooking unattended
- always put out cigarettes and candles at night
- not overload electrical sockets or extension leads
- make sure you know your escape plan and you have no obstacles in your way if you need to use it
- keep you and your neighbour's safe by following [fire safety guidance](#)

## Looking after green areas

### We will: work with our internal landscaping teams and their contractors:

#### Between April to October:

- ✓ cut grass approximately every couple of weeks including strimming the grass edges
- ✓ cuttings blown off of hard standing areas onto grass
- ✓ spraying of weeds when appropriate
- ✓ moss killing on hard standing completed twice a year

#### Between November to March:

- ✓ hedge and shrub planting
- ✓ removal of lower growth from trees
- ✓ leaves cleared from communal areas

For more information, please see our separate [Landscaping and Treeworks Service Standards](#)

### We ask you to:

- look after your community by taking care not to drop litter, dump rubbish or leave dog mess behind on public spaces and communal areas

## How we'll review this standard

### by:

- carrying out regular inspections and hold any contractors to account
- regularly report how we are doing to our Local Influence Networks and Customer and Communities Influence Network – made up of customers who scrutinise our service
- using your feedback to improve our service

### When:

- we review our key performance indicators as part of our annual service delivery plan
- we update our policies or review our services
- your valued feedback is telling us we need to look at things again

