

# Estate Service Standards



We know that the outside areas where you live are important to you and your community.

We want these areas to have a nice appearance and be clean and safe so you can enjoy looking at it from your home and spending time in it.

We aim to maintain these areas to the highest standard we can achieve. These standards show what you can expect from us:

**The biggest part of our work is on maintaining our grassed, hedge and planted areas. The work on these areas changes throughout the year. We will:**

- Ensure our grassed and hedge areas are well maintained and free of litter and debris
- Cut and maintain our hedges throughout the year
- Ensure planted areas such as beds are maintained and weed free and presentable.
- Prune and maintain shrubs
- Control weeds through regular spraying
- Regular clearance of leaves on the ground



**Trees can cause a variety of different issues. We will:**

- Ensure trees are surveyed every 2 ½ years
- Ensure any major work to trees are carried out by a qualified tree surgeon
- Minimise the impact of lost trees and consult with our assessors on re-planting any that are felled
- Carry out works on a priority basis and only do works that are recommended to us by our consultants

**Keep hardstanding areas such as paths, kerb lines and car parking maintained to a good clean standard. We will:**

- Carry out litter picking
- Weed killing including moss
- Keep clean and tidy communal bin areas, car park and kerbs scheme signs and external stairways
- Carry out minor repairs if the skills are within our team
- Keep these areas free of leaves
- Ensure walkways are not obstructed by hedging and foliage



**As part of our health and safety commitment, we will:**

- Check communal areas for slips, trips and falls hazards
- Report repairs in communal areas
- Change communal light bulbs if we can
- Report illegal fly-tipping in communal areas

**We will regularly review the areas we maintain and make improvements where they are needed. We will:**

- Carry out regular inspections to check standards
- Seek feedback from you about improvements
- Consult with you when making changes to where you live
- Consider value for money when making improvements
- Look at how we can improve plant sustainability
- Identify areas that may be suitable for bio-diversity development
- Aim to create spaces that have a positive effect on your wellbeing



**We aim to carry out works at your scheme – weekly**