



# Spaces & Places

## Estate Service Standards



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# Introduction

**Our vision is to be a caring landlord. We will...**



Understand the needs of our tenants and communities so that we can tailor our services.



Work with communities to make sure neighbourhoods are great places to live.



Ensure our tenants love living in their homes.

These standards have been **designed in partnership with tenants** to help set a clear guideline for residents and staff on what is expected from our estate's services.



These services are delivered by our internal Spaces and Places Team and include:

- ✓ Communal Cleaning
- ✓ Litter Picking
- ✓ Window Cleaning
- ✓ Grounds Maintenance





Each block or estate will receive different services depending on the needs of the area and what services tenants have told us they want to receive.



**To find out which services you receive you can check your Annual Service Charge Statement. You will also find a copy of your schedules on our [website](#) or on your communal noticeboard.**

**It is important to us that you have a say in the services that you receive**, if you would like to add or remove a service let your Neighbourhood Manager know as we will need to consult with all affected residents before making any changes.

You can also give us your feedback on the services you receive by completing a tenant satisfaction survey. These will be sent to you by text message or email from time to time.

However, if you have any concerns regarding the service you are receiving, please contact us on 02920 468 490 so that we can resolve these as soon as possible.





The background of the page is a grayscale photograph of a multi-story brick building. Several windows are visible, some with white frames. In the foreground, there are various plants, including tall, thin stalks and some leafy plants. A large, solid yellow rectangular box is positioned in the center of the page, containing the title and three paragraphs of text.

# How to use this guide

This simple guide sets out what you should expect following a scheduled visit from the Spaces and Places Team.

For each service area, we have given you a breakdown of the work that should be undertaken during their visits, including some photographs to use as a guide.

There may be some variations depending on your block. For information relating to your block or estate, such as the number of visits and frequency of visits, please check your schedules which are available on the [CCHA website](#) or on your communal notice board (where applicable).



# Meet The Team





# Our Services

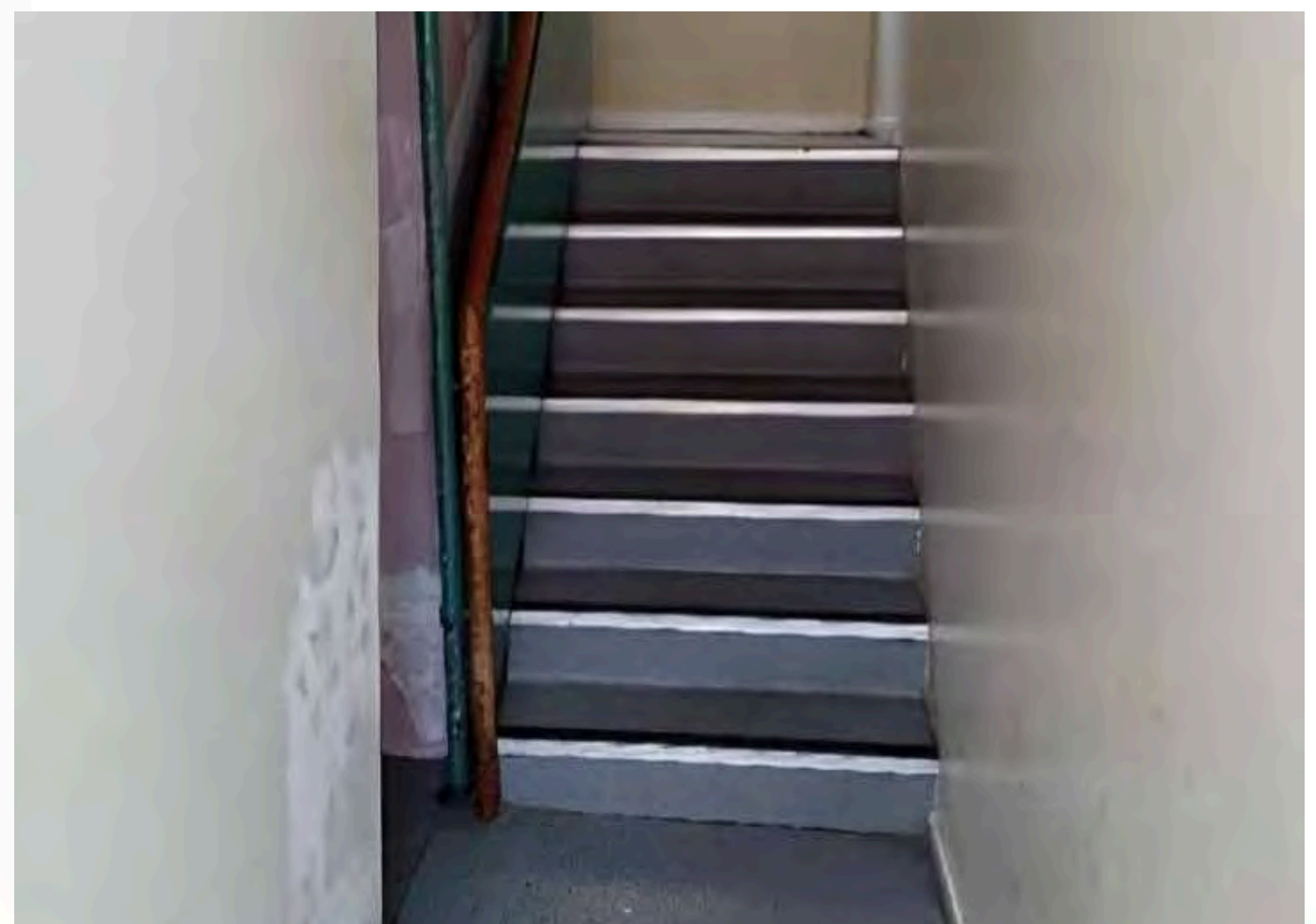
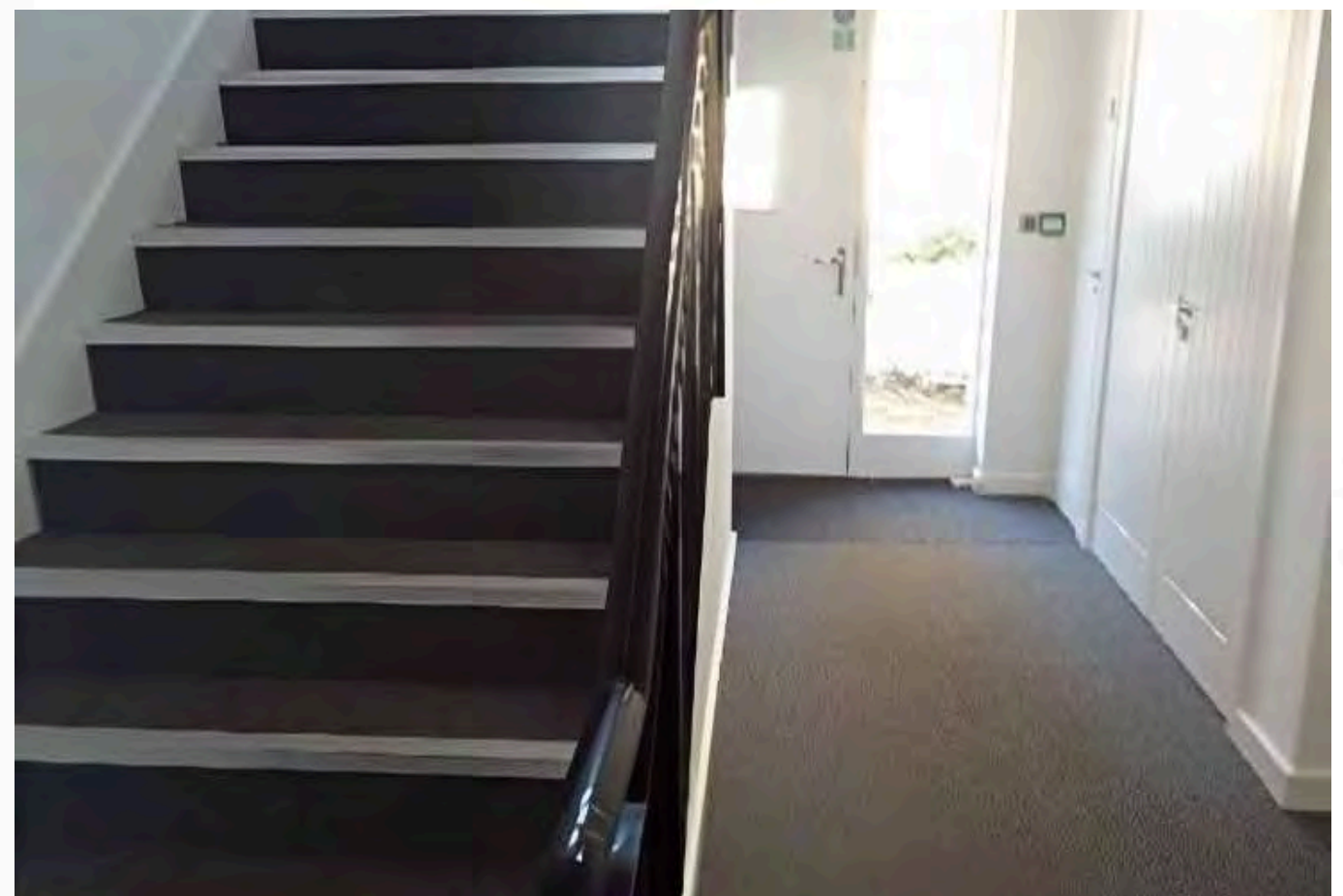
# Communal Area Cleaning

This includes cleaning of internal shared entrances, hallways, stairs and lounges (where applicable) for flats or blocks of flats.

## Expected Standard

Area is cleaned to a high standard:

- Area is free from litter and debris.
- Floors have been cleaned but could still have marks from wear and tear.
- Handrails and surfaces have been wiped.
- Cobwebs on walls and ceilings have been removed.
- Spot cleaning of walls including scuff marks completed.
- Internal windows and doors wiped over.
- Lifts wiped over and clean.
- Noticeboard is up to date and completion sheet signed and dated.



**Note:** Communal hallways and stairs should be clear of personal belongings due to potential health and safety risks. Any items found in communal areas will be 'tagged' with a notice informing owners to remove items. If items are not removed before the date on the notice, these will be removed from the premises and stored. A fee will be charged before items are returned.



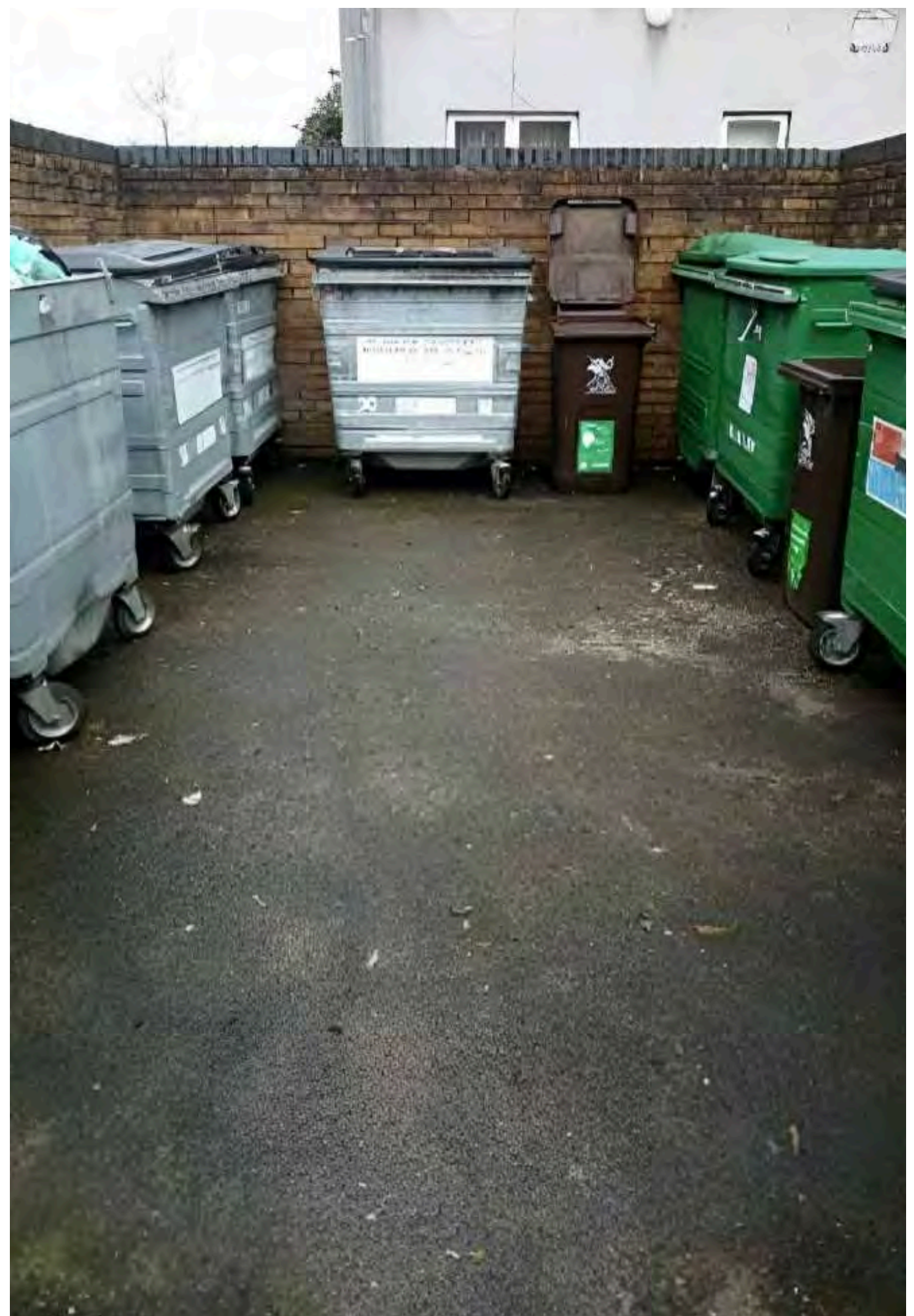
# Bin Store Cleaning

These can be internal or external areas to store communal waste and recycling bins.

## Expected Standard

Area has been cleaned to a high standard:

- Bin store area has been swept and is free from litter and dirt.
- Bins are in the correct place and in a suitable condition.



**Note:** The cleaning team are responsible for the cleaning of bin store areas but are not responsible for the removal of fly tipping or excess waste. These are managed separately and will be reported and investigated before action is taken.



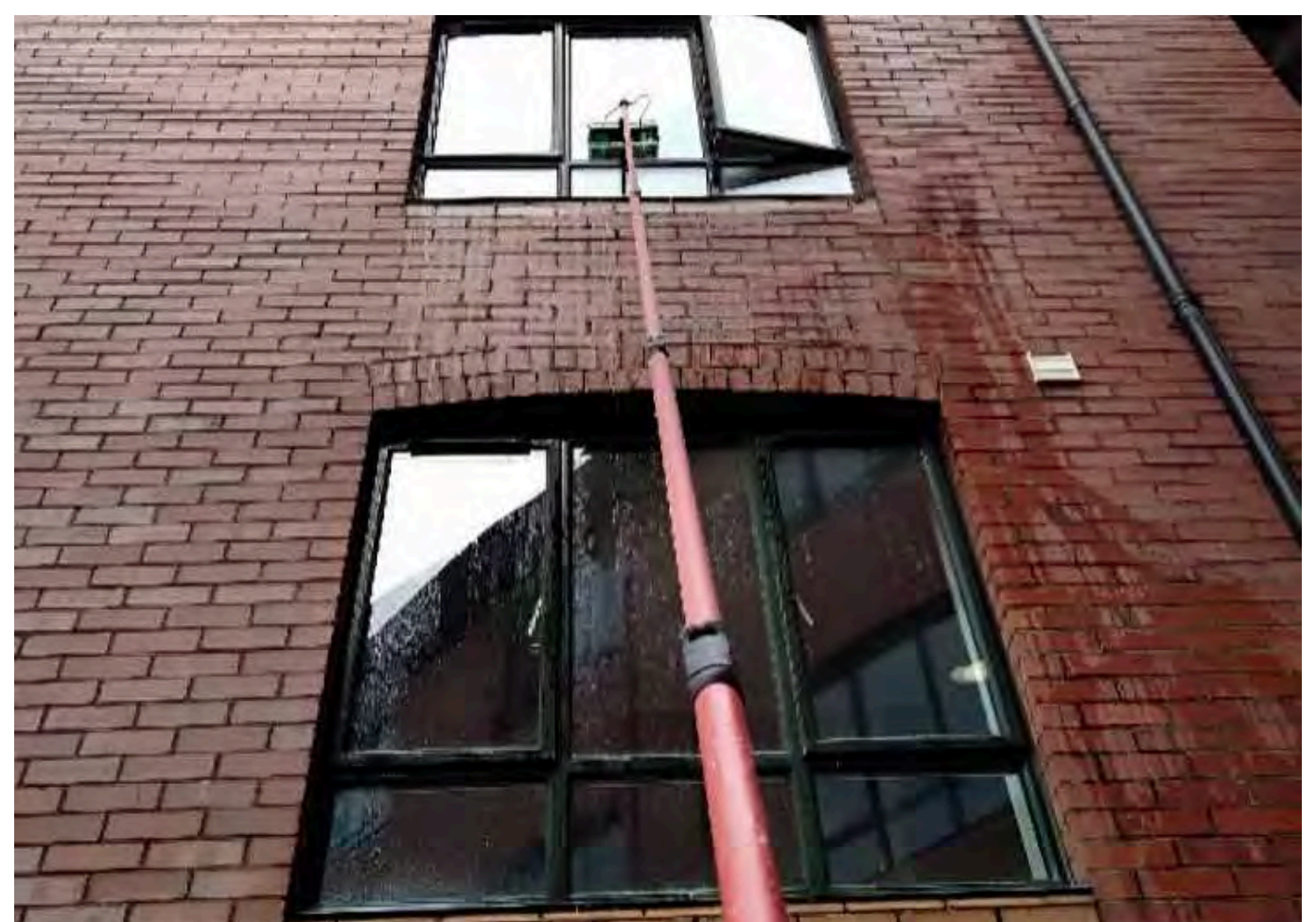
# Window Cleaning

The team will clean communal windows, i.e. windows in communal stairways and hallways, in most blocks. For some blocks we also clean residents windows, please see your schedule for more details.

## Expected Standard

Windows have been cleaned to a high standard:

- Windows are clear and marks have been removed.
- There is no smearing or water streaks on window.



**Note:** The team use a pure water system using a water fed pole, this means the team can work safely from ground level and without the use of any products. When the water dries it should leave windows clean and clear.



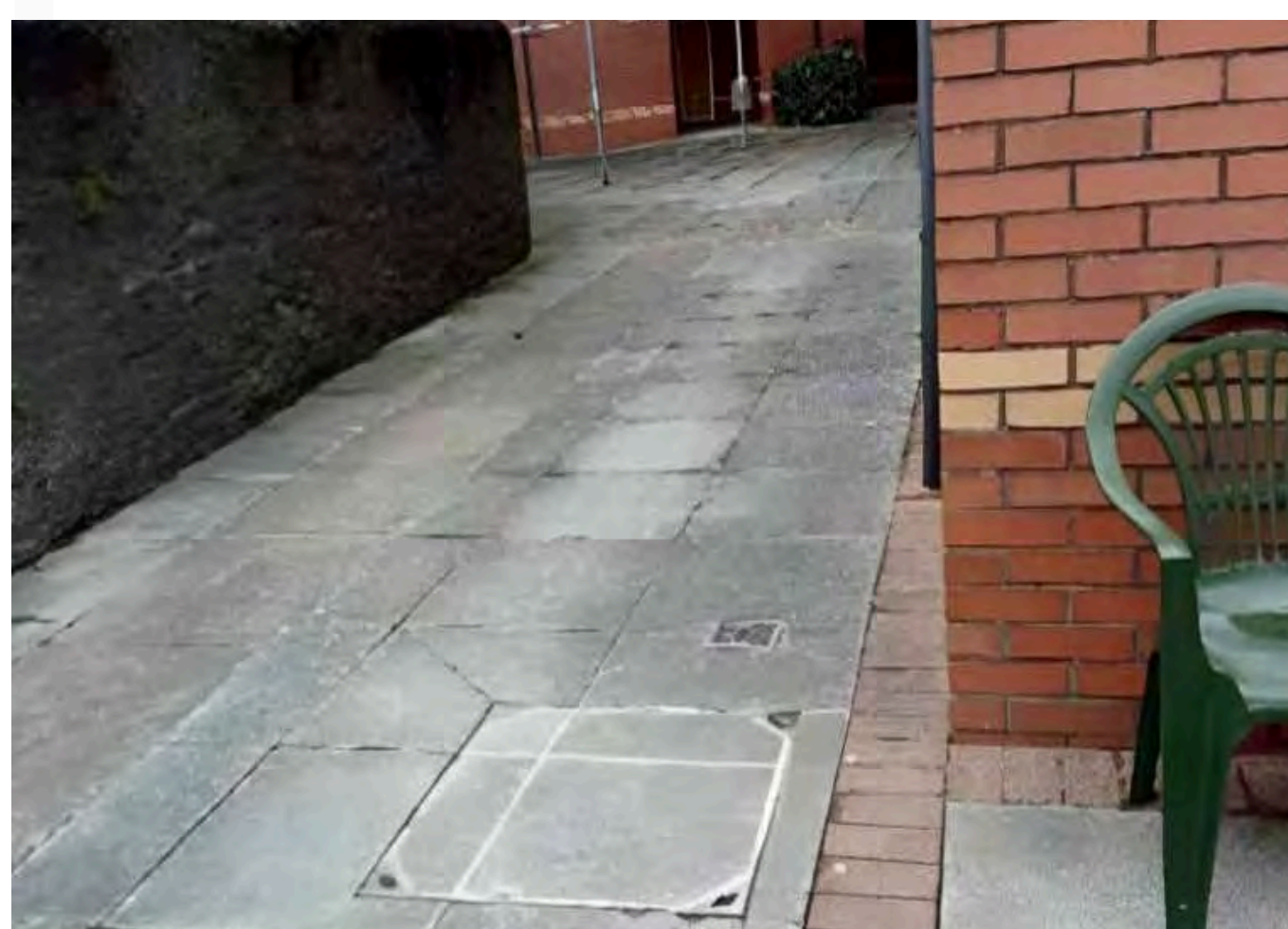
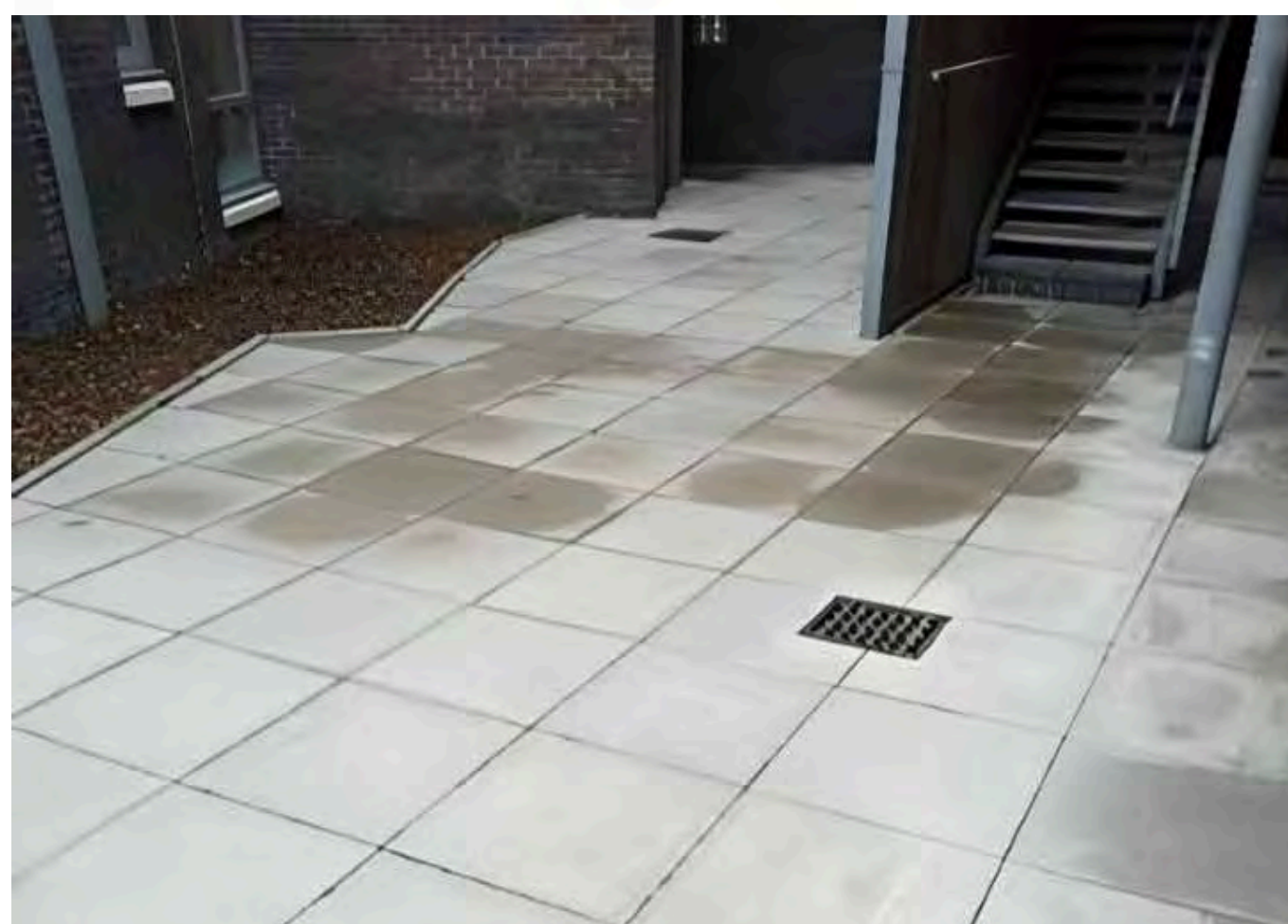
## External maintenance

The areas we maintain will vary on each estate depending on what we own. If you are unsure about an area, please get in touch.

## Expected Standard

Area has been maintained to a high standard:

- Area is free from litter and leaves.
- There is no weed growth or moss build up on hard surfaces; or surfaces have recently been treated with weedkiller.
- Ground in dirt or algae has been removed as much as possible.



**Note:** Weedkilling can only be applied during dry weather, it can take a few days before visible changes are seen.



## Grass Cutting

This includes open spaces owned by CCHA as well as 'open' garden areas (see below for more information).

### Expected Standard

Area has been maintained to a high standard:

- Litter on grass has been removed.
- Grass has been cut short.
- Grass cuttings collected, where possible.
- Cut grass has been removed from nearby paths and pavements.
- Edges of grass area are defined.
- Noticeboard (where applicable) has been signed and dated.



**Note:** The grounds maintenance team do not cut enclosed front gardens, these are the responsibility of the resident.



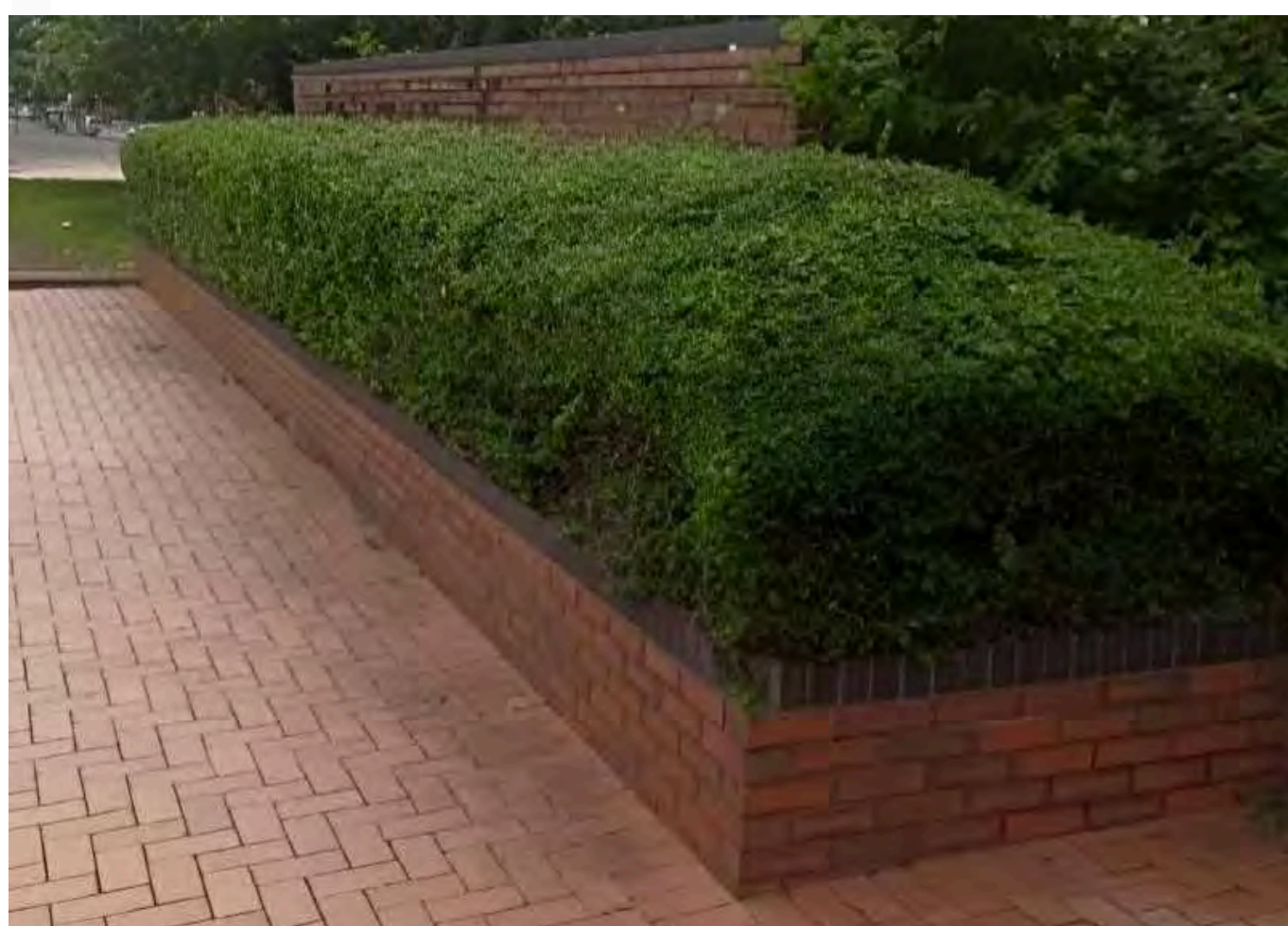
## Hedges/ Bushes

This includes open spaces owned by CCHA as well as 'open' garden areas (see below for more information).

### Expected Standard

Maintained to a high standard:

- Hedges and bushes have been pruned, with sides and tops cut back neatly.
- No obstructions to paths, entrances, windows or parking areas.
- Some regrowth expected during the summer period, between 3-6 months growth.
- All debris/cuttings removed from site once work is completed or blown from area.



**Note:** During the Spring/Summer months we are restricted to the work that we can do to trees and hedges, this is to protect nesting birds. Therefore, most of the maintenance for hedges and bushes are undertaken during the Autumn and Winter months.



