

Service Standards

Estate Services

At Wansbeck Homes our aim is to be:

‘A caring organisation committed to quality services, affordable homes and working together to build confident communities.’

We recognise the importance of delivering services that will make your estate an attractive, clean and safe place to live.

Our aim is to make sure that you and your neighbours can live in pleasant well kept surroundings and this service standard sets out our commitment on how we will do this for you.

To help maintain estates we will:

- Undertake a programme of estate inspections with tenants.
- Inspect and remove all fly tipped items from land or property owned by Wansbeck Homes.
- Arrange for the removal of graffiti on Wansbeck Homes’ property.
- Assist in estate tidy up campaigns and litter picks.
- Monitor grounds maintenance contracts and where necessary arrange with our partners for any remedial work which might be required to bring the site up to an acceptable standard.
- Monitor building cleaning standards to ensure that specifications are met.
- Support the effective management of empty homes by tidying gardens and removing fly tipped rubbish.
- Inspect garage sites, common areas, communal entrances and facilities.
- In the event of adverse weather (snow), we will undertake inspection and appropriate action to deal with any significant hazards on areas where vulnerable tenants live such as Sheltered Housing Schemes and bungalow sites.
- Identify abandoned vehicles as soon as possible and contact the relevant authorities, so the vehicle can be removed quickly.

- Carry out an annual programme of weed spraying to communal yards and drying areas owned by Wansbeck Homes.
- Inspect trees which are dangerous or causing a nuisance on land owned by Wansbeck Homes.
- In consultation with tenants and representative bodies, carry out a programme of minor works to enhance the general environment of estates.
- Ask you how you think we are getting on by undertaking random satisfaction surveys.

You can help us to keep your estates clean and pleasant by:

- Keeping your own garden tidy with minimal weeds and free from rubbish. If there is some reason why you are unable to manage your garden we may be able to put you in touch with an agency that can help.
- Only parking your car in designated areas such as on the roadside, on your driveway, in a marked parking area, or in a garage.
- Arranging for large items of waste to be properly collected and not fly tipping or dumping it. If you are unsure who will collect such items, we will be glad to tell you.
- Keeping your pets (if you have any) under control, not letting them run loose or foul public areas.
- Letting us know as soon as possible when things are not as they should be so we can put them right, or support you in finding a solution as fast as possible.

We will monitor our Estate Services performance in the following areas:

- Inspect and remove hazardous waste within 24 hours and non hazardous waste within 7 working days.
- Inspect all garage sites and common areas and communal facilities at least once every three months.
- Remove racist, abusive or homophobic graffiti within 24 hours and all other graffiti within 7 working days.
- Inspect within 3 working days any report relating to grounds maintenance.

Performance

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website www.wansbeckhomes.co.uk.

Our service standards have been developed with residents and will be reviewed every two years.

Contact us

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: info@wansbeckhomes.co.uk

Website: www.wansbeckhomes.co.uk

Fax: 01670 532241.

What if we do not meet your expectations?

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

Head Office:

Front Street West, Bedlington, NE22 5TU

Local Offices:

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG