



Managing **Your Neighbourhood**

As a customer of Colne Housing Society, you can expect the neighbourhood you live in to be well maintained, clean and safe. This leaflet outlines our service commitment to you.

making you feel at home

Estate Services Commitment

We will maintain your neighbourhood with a consistent approach, providing grounds maintenance, communal area cleaning, refuse collection and planned improvements to our estates.

We will work with you and other external agencies to ensure the services we provide are relevant and provide value for money. We will also make sure that we involve you when setting and monitoring our standards and we will keep you informed about the services you pay for.

We will provide flexibility in services on a local level where required, for example caretaker services or additional cleaning, and we will ensure all grounds maintenance and cleaning contracts are adhered to.

Landscaping

You should expect communal grass areas to be cut regularly; hedges, shrubs and trees cut back when necessary and areas swept and cleared. We will replant areas as necessary to maintain the appearance of the communal landscape.

Communal areas

Rubbish will be regularly cleared from communal areas and we aim to respond to large, abandoned, items within 10 working days of being reported.

Stairways and entrances will be cleared at least once a fortnight and graffiti will be removed quickly-within 24 hours if offensive. We will carry out annual fire risk assessments to communal blocks. We will also conduct monthly site inspections, and caretaker services will be provided where required and as agreed with residents.



Quality control

We will involve you in site inspections, where possible and on estate 'walkabouts' with housing officers and contractors. We will also respond to resident feedback cards and we will ask local neighbourhood reps and inspectors to report back to housing officers. Regular 'Have your say' days will also be held in order to obtain your views.

Notices will be on display in communal blocks of flats, which will detail the cleaning specification, frequency of visits and contractor details and we will involve you with contract specification and procurement.

Security

Your security is our primary concern and where practical we will provide door entry systems, ensure communal areas are well lit and we will make design improvements on estates to aid your safety.

Improvements

We will look at areas such as trees, planting, landscaping and lighting to identify planned programmes for improvements, consulting with you on any changes.

How you can get involved

Contact your Housing Officer for information regarding our estate services feedback schemes. We welcome your ideas.





We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

Colne Housing Society Ltd

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