



## Service standard: Managing Your Estate

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



CHADD wants to work with residents to create places where people want to live, places we can all be proud of. This means working together to create and maintain communal spaces that are safe, clean, tidy and welcoming.

Our Estate Service includes the cleaning and grounds maintenance of all internal and external communal areas owned or managed by CHADD. Whilst we are responsible for, and committed to, delivering good quality estate services, the effective management of our communal areas is a shared responsibility of CHADD, our residents and our contractors.

### Our standards

- We will be visible in your neighbourhood, carrying out regular inspections and taking a proactive approach to tackle concerns and getting jobs done
- inspect every supported or independent living scheme communal area quarterly
- 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
- offer advice to anyone who needs additional support, such as with garden maintenance or refuse collection
- be mindful of the local wildlife when maintaining our grounds
- support you if you or your family are a victim of anti-social behaviour
- We will ensure that the maintenance of plants and trees are carried out by suitably skilled contractors

## We ask you to

We want our residents to be proud of where they live and therefore, we ask that our residents respect their scheme and meet their responsibilities to keep it clean and safe. We rely on the feedback from residents where the standards are not being met or where problems arise.

In particular we want residents to:

- Report any issues promptly and let CHADD know if contractors are not delivering the expected service
- Keep all communal areas clean, tidy and free from personal items
- Dispose of household rubbish correctly and considerately
- Dispose of large unwanted items and furniture responsibly by using local recycling sites, local authority collections and skips.
- Report things like graffiti, abandoned cars, lights not working, bulk rubbish, etc.

## How we monitor these service standards

- We have a Board of Governance who are responsible for holding us accountable
- Reporting into the Board on our repairs and maintenance performance
- Learn from complaints and share our complaints information annually on the CHADD website
- Carry out annual tenant satisfaction surveys
- Communicate with our residents and involve them through consultation
- We welcome complaints to help us improve our services

### More information

If you do not think that we are meeting the standards set out above or you have any questions, please contact us.

We encourage and invite you to be supported by a representative or advocate about our services if that is needed and a support for you.

### Contact details

Telephone: 01384 456465

Email: [reception@chadd.org.uk](mailto:reception@chadd.org.uk)

Web: [www.chadd.org.uk](http://www.chadd.org.uk)

Instagram: [@chaddhousing](https://www.instagram.com/chaddhousing)  
Facebook: [@CHADDHousing](https://www.facebook.com/CHADDHousing)

### Churches Housing Association of Dudley & District

#### Central office

Brindley House  
48-50 Hall St  
Dudley  
DY2 7DT

**If you would like this information in large print, audio, braille or a different language, please ask a member of the team or contact [admin@chadd.org.uk](mailto:admin@chadd.org.uk)**