

Service Standards - Estate Management



Tai Ceredigion's mission statement

"to be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

Standard

We will make sure the areas you live in remain clean, well maintained and safe places for you to live.

How we will work to achieve the standard

We will:

- Maintain high quality cleaning and grounds maintenance services where provided.
- Carry out regular estate inspections and deal with any arising issues and keep records of these visits.
- Carry out repairs and maintenance to communal areas within our published maintenance timescales.
- Work with tenants and partner agencies/stakeholders to deal with nuisance behaviour for example, rubbish, fly tipping, un-kept garden and abandoned vehicles, in conjunction with our Anti Social Behaviour Policy and enforce tenancy conditions where appropriate.
- Remove offensive graffiti within 1 working day.
- Consult you on any changes we propose to make to the level of services on your estate giving one month notice.
- We will regularly clean the shared areas to blocks of flats and sheltered schemes that are subject to Cleaning Contracts (Medra).
- Provide you with annual written information on all communal services that you pay service charges for.
- Enable residents to take pride in the environment in which they live.
- Ensure all abandoned properties are investigated within 3 working days.

These Standards will be reviewed regularly, at least every three years