



Estate Management Service Standards

We want you to be happy in your home and neighbourhood. These service standards tell you what you can expect when we handle your neighbourhood and estate concerns.

Neighbourhood Issues

Standard	Target	Measure	Frequency reported
We will respond to all reports of hate crime and violence including domestic abuse within one day	100% of cases	All information will be collected and recorded on the estate management database being developed Customer Satisfaction Complaints Data	Monthly
We will respond to all other reports of anti-social behaviour with five working days	100% of cases		Monthly
We will respond to illegally dumped rubbish from our land within seven working days of it being reported	100% of cases		Monthly
We will remove offensive graffiti within 24 working hours and other graffiti within 7 days	100% of cases		Monthly
We will sticker untaxed and abandoned vehicles on our land within 3 days of being notified	100% of cases		Monthly

Neighbourhood Issues

Standard	Target	Measure	Frequency reported
We will replace light bulbs in all our estate lighting with in 7 days of it being reported	100% of cases	Estate inspections Spot Checks KPI Reporting	Monthly
We will respond to severe and urgent ASB cases on time	100%	KPI Reporting	Monthly
We will respond to moderate and minor ASB cases on time	95%	KPI reporting	Monthly
We will measure and monitor resident satisfaction with our ASB handling	67% satisfaction	KPI reporting	Monthly

Estate Inspections

Standard	Target	Measure	Frequency reported
We will invite you to join estate inspections every month	100% for invitation 65% for participation	KPI reporting	Monthly
We will collect and publicise data on your satisfaction with estate services	79% satisfaction		
We will publicise all estate inspections on our website	100%		
We will provide estate inspection reports within 5 working days of the inspection being complete	100%		
We will provide you with information on how your feedback has contributed to improvements on your estate	You said we did		