



TRAFFORD HOUSING TRUST

**Neighbourhood
Servicing Standards**

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Introduction



This is the Neighbourhood servicing booklet to show our customers what they can expect from the Trust and its contractors.

What is included in this booklet?

- A clear guide for the standards and inspections
- What to expect from our services
- Details on how you can help us
- Information on the inspection process and scoring system.
- A photobook including every service standard
- Details of how to make a complaint if we don't meet the service standards
- How to get involved in the services
- How to tell us what you think of the services being provided

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Our Service promise



We will:

- Keep your neighbourhood clean and tidy
- Keep your neighbourhood free from hazards
- Arrange for abandoned vehicles to be removed as soon as possible.
- Report issues that aren't our responsibility to the relevant organisation.
- Remove Fly tipping/ bulky waste
- Keep Communal green areas well maintained
- Inspect and rectify dead, diseased or dangerous trees

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Types of inspections we cover



Block Inspections

The aim of these inspections are to inspect the quality of work carried out by the team against the standards set out in this booklet. The Site Supervisor completes block inspections and residents can request an inspection with a supervisor at a time convenient for them.

Health and Safety Inspections

These inspections are undertaken by the caretaker on duty and look at Health & Safety issues in a block and surrounding area. The inspections are based on risk management and residents are not notified of these visits.

Ground Maintenance Inspections

Looks at the quality and safety of communal grounds. These inspections are not covered by the above and are undertaken by the Housing Officers.

Neighbourhood Inspections with the housing officer and other parties

Are completed by the Housing Officers and provide an overview of an estate area for improvement. The neighbourhood team complete a monthly inspection in each of the following areas: Altrincham, Sale, Stretford, Urmston & Old Trafford

Playground Inspections

These are completed weekly and focus on safety. Their primary function is to identify faults or dangers arising from vandalism or breakage.

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How you can help us



- Reporting repairs, hazards, graffiti, and abandoned vehicles
- Disposing of your rubbish properly
- Keeping communal areas free from bulky items
- Keeping your garden, and the outside of your home clean, tidy and free from rubbish
- Providing us with feedback and views about your estate
- Making suggestions on how we can improve our services
- Completing feedback forms on contractors' performance
- Becoming a block champion. - Please contact us to find out more.

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The Scoring System for the Standards



The servicing standards are all scored 1- 4

4. Excellent
3. Satisfactory
2. Poor
1. Unacceptable

Areas are only scored if they are on site

Any question not as a standard are answered yes-no.

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Servicing standards (Outside)



(April – October)

Standard 1: Grass areas: regularly cut, all cuttings from site, Grass will be mowed, strimmed and edged.

Score 4



Excellent: grassed areas: regularly cut (as per specification) and all cuttings removed.

Score 3



Satisfactory: grass in need of some attention but likely to be restored with routine maintenance.

Score 2



Poor: grass poorly maintained & cuttings left.

Score 1



Unacceptable: little or no evidence of regular maintenance.

Standard 2: All beds: free from leaves, litter and weeds, chippings/ mulch kept within beds & refilled if needed

Score 4



Excellent: free from leaves, litter, weeds, chippings /mulch within beds, not overgrown

Score 3



Satisfactory: generally well maintained but some chippings / mulch not retained within beds

Score 2



Poor: shrub beds poorly maintained obvious signs of weeds, litter and leaves.

Score 1



Unacceptable: no evidence of regular maintenance.

Standard 3: Hedges: not overgrown or causing an obstruction

Score 4



Excellent: not overgrown or causing an obstruction.

Score 3



Satisfactory: hedges in need of some attention but likely to be restored with routine maintenance.

Score 2



Poor: hedges overgrown.

Score 1



Unacceptable: no evidence of regular maintenance.

Standard 4: Hard surface area: Roads, paths, alleyways, courtyards, car parks & washing line areas: Swept & free from leaves, litter and weeds.

Score 4



Excellent: swept and free from leaves, litter and weeds.

Score 3



Satisfactory: generally well maintained.

Score 2



Poor: obvious buildup of weeds over time.

Score 1



Unacceptable: no evidence of regular maintenance

Standard 5: Trees: overgrown shoots and saplings cut back and hanging branches (under 2m) removed

Score 4



Excellent: epicormic growth and hanging branches (under 6ft) removed.

Score 3



Satisfactory: trees in need of some attention but likely to be restored with routine maintenance.

Score 2



Poor: obvious sign of hanging branches and / or epicormic growth.

Score 1



Unacceptable: no evidence of regular tree maintenance – health and safety hazard.

NB: If there are concerns for safety, contact your housing team to arrange an inspection

Standard 6: External bin areas: clean and free from over-spilled rubbish. Including Litter bins and dog bins

Score 4



Excellent: bin areas clean and free from rubbish.

Score 3



Satisfactory: well-maintained but some evidence of litter.

Score 2



Poor: obvious signs of a buildup of litter.

Score 1



Unacceptable: overflowing bins and excessive litter and debris.

Question asked onsite as part of a visit. With a Yes/ No answer

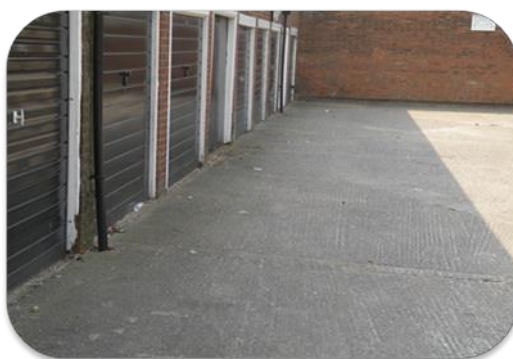
Is the area free from abandoned vehicles?



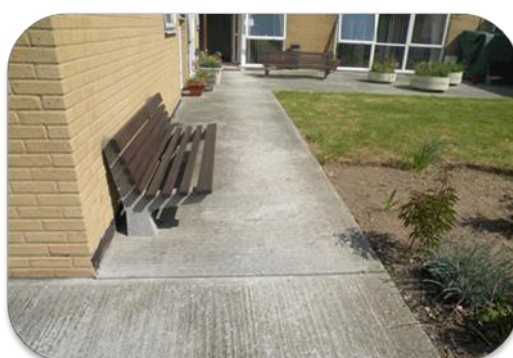
General signage & notice boards: Information up to date, securely fixed & undamaged



All areas of the estate: Clear of fly tipping and graffiti



Are all benches and seating in a visibly good condition



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Servicing standards (Inside)



Standard 7: Entrance door: internal/external glass clean, entrance steps swept, mopped and clean to touch, entrance lobby free from junk mail and newspapers

Score 4



Excellent: entrance door internal/ external glass clean. Entrance steps swept/ mopped & clean to touch. Lobby free from junk mail & newspapers.

Score 3



Satisfactory: some dirt present although recently swept and mopped.

Score 2



Poor: longstanding dirt swept and mopped into corners.

Score 1



Unacceptable: obvious signs of excessive dirt and debris.

Standard 8: Floors, staircases and balconies (concrete, vinyl & Carpet): swept, mopped and clean to touch. Including Mats and mat wells

Score 4



Score 3



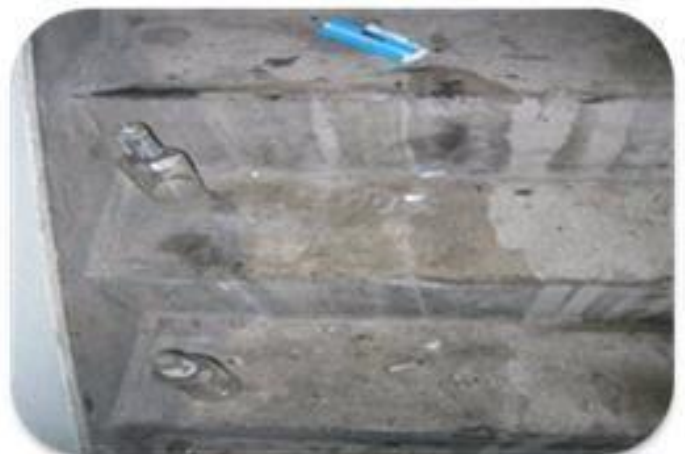
Excellent: floors, staircases and balconies (concrete and vinyl): swept, mopped and clean to touch. Carpets and mat wells free from dirt and dust (mat wells lifted).

Satisfactory: generally acceptable condition

Score 2



Score 1



Poor: little evidence of recent cleaning.

Unacceptable: obvious signs of excessive dirt, dust and debris.

Standard 9: Fixtures and fittings: handrails, banister rails, ledges, furniture and switches clean and dust free

Score 4



Excellent: handrails, banister rails, ledges, furniture, switches etc.: clean and dust free.

Score 3



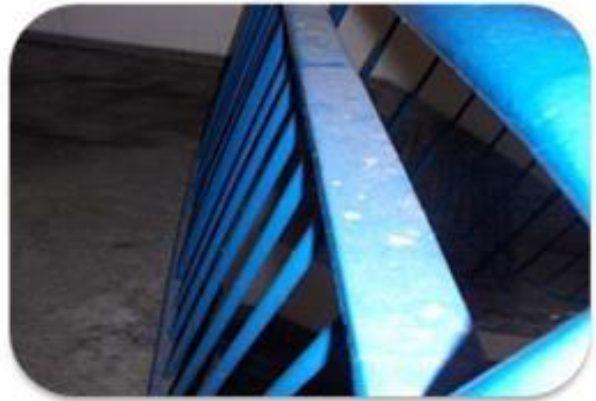
Satisfactory: some dirt present but dusted and wiped regularly.

Score 2



Poor: signs of cobwebs and litter.

Score 1



Unacceptable: no evidence of wiping, dusting or cleaning.

Standard 10: Light Diffusers shades and covers clean and free from cobwebs

Score 4



Excellent: bulbs, shades and covers working and in excellent condition.

Score 3



Satisfactory: bulbs, shades and covers working but some evidence of dirt, dust and cobwebs.

Score 2



Unacceptable: as above but bulbs, shades and covers not working.

Score 1



Poor: obvious signs of long-standing dirt, dust and cobwebs.

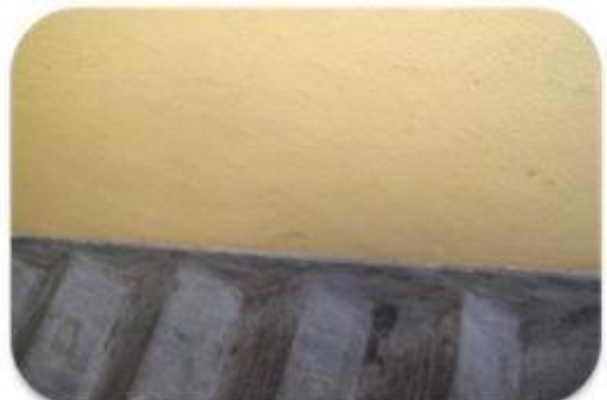
Standard 11: Walls/eaves: clean and free from dust, dirt (including scuff marks), graffiti and cobwebs

Score 4



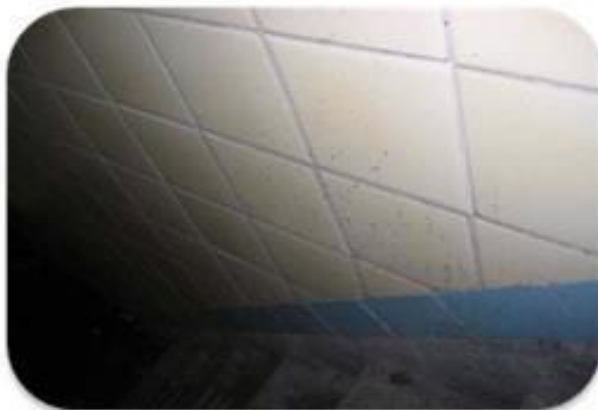
Excellent: walls / eaves: free from dust, dirt (including scuff marks), graffiti and cobwebs.

Score 3



Satisfactory: clean walls with few scuff marks.

Score 2



Poor: little evidence of recent cleaning.

Score 1



Unacceptable: obvious signs of excessive dirt and graffiti

Standard 12: Communal windows: all internal glass cleaned; frames, sills and ledges free from dust and cobwebs

Score 4



Excellent: all external and internal glass clean; frames, sills and ledges: free from dust and cobwebs.

Score 3



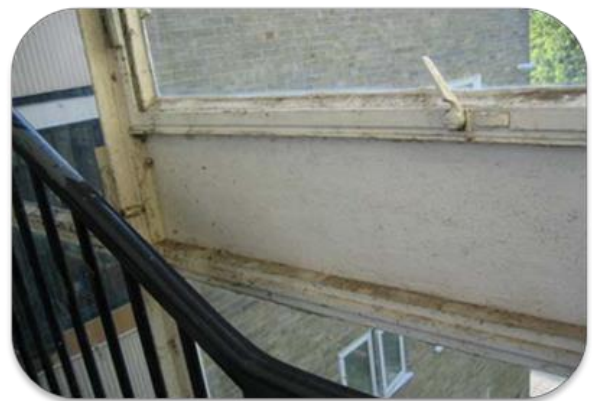
Satisfactory: generally acceptable condition.

Score 2



Unacceptable: frame and glass covered in excessive dirt, dust and cobwebs.

Score 1



Poor: visible signs of longstanding dirt.

Standard 13: Lifts – floors, doors, mirrors, panels and frames: swept, mopped, clean and free from dirt and dust

Score 4



Excellent: floors, doors, panels and frames: free from dirt and dust

Score 3



Satisfactory: acceptable condition but with some marks.

Score 2



Poor: obvious signs of longstanding dirt

Score 1



Unacceptable: excessive dirt.

Question asked onsite as part of a visit. With a Yes/ No answer

Does the door entrance system prevent unauthorised access?

General signage & notice boards: Information up to date, securely fixed & undamaged?

Communal windows External, Are the windows Clean?



What to do if the Standards are not met?



If we have not met a 3 or above in our standards please contact us on;

Telephone 0300 777 7777

Email customer.hub@traffordhousingtrust.co.uk

Online www.traffordhousingtrust.co.uk

Contacts Us

You can contact Trafford Housing Trust's Head Office by using the details listed below.

Trafford Housing Trust Limited Head Office

Sale Point, 126-150 Washway Road, Sale M33 6AG

Telephone: 0300 777 7777* Fax: 0300 777 7778* Minicom: 0300 999 8613* Email: customer.hub@traffordhousingtrust.co.uk

Out of Hours Telephone: 0300 777 7777*

* 0300 numbers are often referred to as 'lo-call' numbers, this means that they should cost you the same as a local 0161 number, These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone. THT do not receive any share of what the consumer pays to make a call. This is not allowed on calls to 0300 numbers.

Opening Hours: For telephone queries Monday to Friday from 8am to 8pm. Office opening hours for personal visits Monday to Friday from 9am to 5pm.

