

Housing Services Estate Standards

What you can expect



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What can you expect

Medway Council Housing Services are committed to working in a close and effective partnership with our contractors, staff, and tenants to improve the quality and standards of estates that we have collective responsibility to manage and maintain.

This guide provides information on the standards you can expect us to work to in our drive to deliver improvements across your estate. We monitor these standards by undertaking estate inspections on roads where there are ten or more council properties. The frequency of these inspections will be determined by the standard of the estate and using this booklet as a guide so that we prioritise estates that need monitoring most. Details of all scheduled estate inspections can be found online at www.medway.gov.uk/housing



Many areas of the estate are the direct responsibility of the authority and will have a regular cleaning and maintenance service provided by our contractor Norse. If we are to improve standards across our estates it is important that we make it easy to report any issues. All initial reports or concerns that an area is not meeting the standard should be passed to your housing officer. Your housing officer will either be able to take direct action, or to contact the relevant individual or department to address your reported problem. If the issue relates to cleaning which is carried out by Norse, you can email them: norse.helpdesk@ncsgrp.co.uk

A full list of housing officers and the areas that they cover are available on the Medway Council website at www.medway.gov.uk/housing

Our standards

This leaflet describes the “Estate Standards” through a traffic light rating system to make it easier to categorise the condition of our estates.

We hope this helps you understand our standards and enables you to monitor and report where these standards are not being met.

Green means all clear

This is the standard we aim for.

This is an exceptionally high standard that is unlikely to be maintained in all places, at all times, but which we aim for after an area has been cleaned or after a physical element has been replaced or improved.

Green standard areas will:

- have no marks, stains, dirt, litter and debris visible, other than where it is ingrained in the fabric of the building or external area;
- look like it has just had a thorough clean;
- this grade requires that all aspects of the task/s listed above are complete.

Amber means Satisfactory

This is slight wear, dirt or litter generated on that day only.

Amber standard areas will:

- not be completely free of dirt, litter and debris, however, most people walking through the area will not notice it and it will not have a significant negative effect on the quality of the local environment;
- no area should fall below this standard;
- look clean and in good condition;
- have few signs of litter, debris or visible removable marks or stains;
- look like cleaning is taking place regularly.

Red means poor

This is a high build-up of litter or unfinished tasks.

Red standard areas typically have dirt, marks, stains, litter or debris present to such an extent that it is highly visible to most people passing through the area and has a negative impact on the surrounding environment. The build-up is greater than would be reasonably expected considering how often the area is cleaned.

This standard also applies if a task has not been finished properly. This is not an acceptable standard.

Red rated areas will:

- have visible marks, dirt, litter and detritus;
- look like cleaning has not taken place as regularly as planned;
- look like it requires a lot of attention to bring it up to an acceptable standard.

Definitions of terms used in this leaflet

Debris – this includes dust, junk, rubble, wood, glass, the remains of something that has been destroyed or broken.

Litter – this includes mainly synthetic materials, often associated with smoking, eating and drinking, or bags split during rubbish collections.

Hazardous waste – this includes broken glass, sharp objects, faeces, syringes and anything that could pose a threat to public health or the environment.

Bulk waste – this is large items which aren't household rubbish and have been dumped on estates or within our blocks e.g. fridges, furniture, TVs.

Graffiti – any informal or illegal marks, drawings, or paintings that have been deliberately made on any physical element comprising the outdoor or external environment.

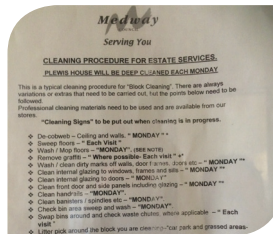


The Estate Warden Service

Description and aims

The Estate warden service, provided by Norse, ensures our blocks of flats and their surroundings are maintained in a clean and presentable condition. Wherever a block is kept, the following documents will be displayed on the noticeboard.

1. A description of the work that the estate wardens will carry out and the day that you can expect this work to be done.



2. An attendance recording sheet to show who attended and when.

DATE	ESTATE WARDEN	TIME IN	TIME OUT
10/2/14	MICHAEL + GAVIN	14:50	16:00
11/2/14	11 + 11	14:40	16:00
17-2-14	M. CARL + GAVIN	14:10	16:00
19-2-14	S. GAVIN	8:50	9:00
24/2/14	MICHAEL + GAVIN	14:25	16:00
25/2/14	11 + 11	8:35	8:45
27/2/14	MICHAEL + GAVIN	8:45	9:00

3. A variation notice if there is any change to the published cleaning schedule.



In maintained blocks where there is not an enclosed area suitable for the siting of a notice board, these documents can be made available upon demand from your housing officer.

The timetable of work for the estate wardens can be found at www.medway.gov.uk/housing

Car parks and parking bays

Description and aims

These areas should be swept and litter picked, including where the litter or debris surrounds parked vehicles or other stationary objects. Estate wardens should report any vehicles that they suspect may be abandoned or illegally parked. The wardens/housing officers can check vehicle details on the DVLA website.



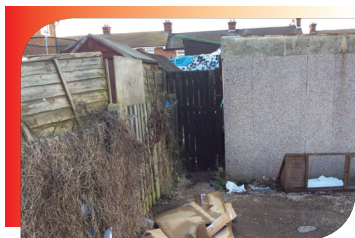
Green

The area is swept and free of litter and debris. Any abandoned or illegally parked vehicles have been reported to the relevant department. Any bulky items have been removed or reported with collection arranged. No hazardous materials present.



Amber

The area is predominantly clear of litter and debris. Any abandoned or illegally parked vehicles have been reported to the relevant department. Any bulky items have been reported with collection arranged. No hazardous materials present.



Red

The area has excessive litter and debris and/or one or more abandoned or illegally parked vehicles that have not been reported to the relevant department. Bulky items have not been made safe and reported. Hazardous materials are present.

Pathways, footways and hard surface areas

Description and aims

These areas should be swept thoroughly and litter removed. Hard surface areas should be swept each week by our estate wardens. All areas should be free of litter, debris and hazardous items. Bulk refuse should either be removed, reported, or awaiting collection.

Green

The area is clear of litter, debris and leaves. Bulky items not present or have a collection arranged. No hazardous items present. Cleaning taking place as planned.



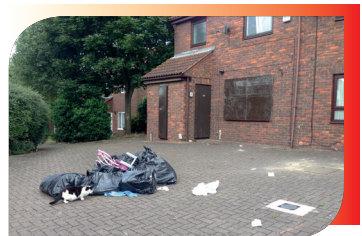
Amber

Mostly free of litter and debris, but with some accumulation. Would require little work to return area to Green standard. Bulky items not present or have been arranged for collection. No hazardous items are present.



Red

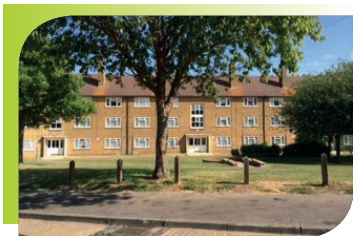
There is excessive debris and litter. Bulky refuse present that has not been removed, or reported. Hazardous materials present. No evidence that cleaning has taken place as regularly as planned.



Grounds maintenance grass and shrub areas

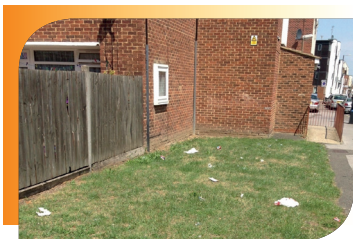
Description and aims

These areas should be kept free of litter, debris and refuse. Any bulky refuse left in these areas should be removed, or if necessary made safe and arrangements made for collection. There should be no hazardous items present.



Green

The area is completely free of litter, debris and refuse. Bulky refuse is either not present or has been made safe and is awaiting collection. No hazardous items are present.



Amber

The area is mainly clear, litter and refuse is noticeable, but not excessive. Bulky refuse either not present or is awaiting collection. No hazardous items are present.



Red

The build-up of litter and refuse is excessive and highly noticeable. Bulky refuse present that has not been made safe, reported and is awaiting collection. Hazardous items are present.

Graffiti

Description and aims

Offensive graffiti should be removed within one working day of it being reported or identified by a member of Medway Council staff. All other graffiti should be removed or covered within the working week. In some instances graffiti will be painted over or washed/scrubbed off by the estate warden. A pressure washer may also be used.

Green

There is no graffiti visible in the area. There may be evidence of graffiti that has been painted over or removed, but the graffiti itself is not visible. No graffiti anywhere else in the area.



Amber

There may be some graffiti present, but it is minimal and is not offensive. Very few instances of unoffensive graffiti in the area.



Red

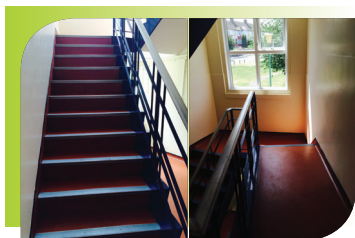
There may be an excessive quantity of graffiti in the area. There is offensive graffiti.



Stairs and landings

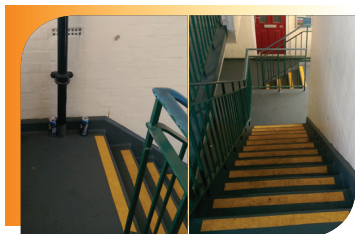
Description and aims

All floors should be swept and be free of litter, debris and chewing gum. The stairs, surrounding walls and banisters should be washed. Rails, banisters and ledges should be brushed and cleaned. Any windows should be clean and smear free. No items should be left on the stairs, for Health and Safety (H&S) and fire risk assessment (FRA) reasons.



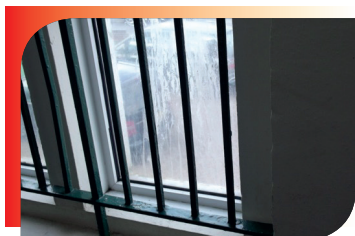
Green

Stairs should be clean and free of litter, debris and refuse. Floor, walls and skirting boards free of marks and stains. Banisters and rails clean with no dust. No bulky waste or any items left on the stairs.



Amber

Minimal litter, debris or refuse on stairs. Floors, walls and skirting boards are generally clean, few marks and stains present. Minimal dirt or dust on rails and banisters. No bulky waste, or items left on the stairs. Or estate warden has made safe with collection arranged.



Red

There is excessive litter, debris and refuse. Floors, walls and skirting boards are dirty, stained and marked. Bulky waste present that has not been reported, and is a H&S issue.

Floors and hallways

Description and aims

The area should be swept and all litter, refuse, debris and chewing gum should be removed so it is completely clear. The floor should be washed to remove marks and stains and leave the area looking clean and tidy. Bulky waste items should be removed or reported and collection arranged. No H&S hazards present.

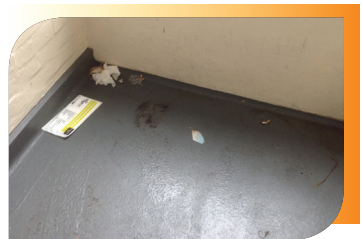
Green

The area is swept and free of litter, refuse or debris. Area looks clean and there are no visible removable marks and stains. Area looks well maintained and like cleaning is taking place regularly.



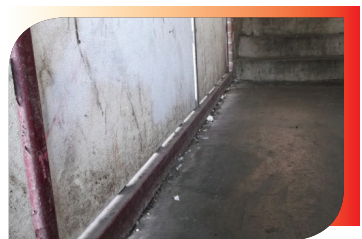
Amber

The area may not be completely free of litter, debris or refuse but is generally clear. Very few removable marks and stains visible. Area requires little attention to return it to green standard.



Red

The area has not been swept and there is noticeable litter, debris or refuse. Many visible removable marks and stains. Not clear that cleaning is taking place as planned. A red standard area may also have bulky waste in an unsafe position or other H&S hazards.



Lights

Description and aims

All lights should have all light bulbs working, or faulty high level lights have been reported by estate warden. All low level lights should be kept free of dirt, dust and cobwebs. All low level light shades should be clean and free of dirt, marks, stains and cobwebs.



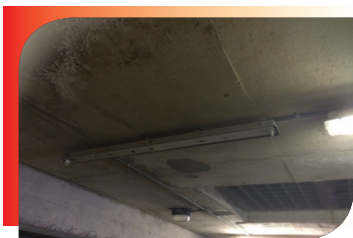
Green

All lights are working. Light and surrounding area free of dirt, marks, stains, graffiti, dust and cobwebs. Light shade is clean and translucent.



Amber

All lights are working. Light and surrounding area generally free of dirt, dust, marks and stains, but may have a few cobwebs. Light shade is generally clean.



Red

One or more lights are faulty or broken. Noticeable levels of dirt, dust, marks, stains and cobwebs on and around the light. Light shade is not clean.

Windows

Description and aims

All marks, dirt, cobwebs, stains, smears should be removed from the inside of the windows and from the window frames.

Green

Internal window is clean and clear – no marks or smears. Window frame and ledges clear of dirt, dust, graffiti and cobwebs. Clear view through the window.



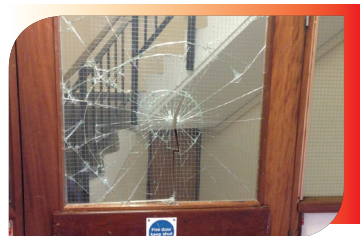
Amber

Window is generally clean and clear, any marks or smears are minor. No or very few cobwebs. Minimal dirt, dust or marks on the window frame or ledges.



Red

Window has noticeable marks and smears or is broken which reduce visibility. Excessive amount of cobwebs. Build-up of dirt, dust, stains and marks on window frames or ledges.



Internal walls

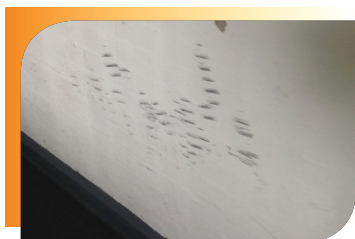
Description and aims

To remove all marks, stains, cobwebs and graffiti so that the wall is clean and clear. To ensure that all skirting boards, nosings, corners and adjoining edges are properly fixed, clean and free of dirt, dust and cobwebs. To take appropriate action in instances of graffiti, vandalism and repairs work.



Green

Wall is free of marks, stains, dust and cobwebs. Skirting board, nosings, corners and adjoining edges are properly fixed, free of dust, dirt, cobwebs, stains and scuff marks. No graffiti. Wall looks clean.



Amber

Wall is generally clean, few marks and stains are visible. Skirting appears clean, only minor dirt and dust. No graffiti. Wall appears clean.



Red

Scuff marks, stains, dust or cobwebs noticeable on the wall. Visible dust and dirt on the skirting boards or nosings, or not properly fixed to the wall. Graffiti marks still visible. Wall does not look clean.

Bin stores/chambers

Description and aims

To ensure that bin stores/chambers do not become unclean, odorous and attract vermin. Checks should be made on a daily basis for blockages, the rubbish bins removed and the store/chamber thoroughly swept and washed with disinfectant.

Green

Bin chamber/store/chute area clear of block-ages. Floor is completely clear of litter and refuse. Floor and wall are clean with no removable stains or marks. Chamber/store is washed and disinfected.



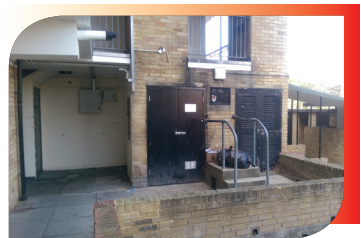
Amber

Floor has only minimal litter, refuse and removable marks and stains. If bin chamber is full, extra rubbish is placed neatly in bin bags. Chamber is swept but not disinfected.



Red

The bin chamber/store may be blocked without action taken to unblock. Excessive amount of litter and/or refuse and/or removable stains and marks. Bin chamber not clean or washed and/or offensive odour.



Play areas

Description and aims

Area should be free of litter, debris and bulky items. All play equipment should be free of faults and health and safety hazards. In the event of any hazards/ defects, they should be cordoned off, made safe and reported. The area should be completely free of broken glass, needles or other hazardous items.



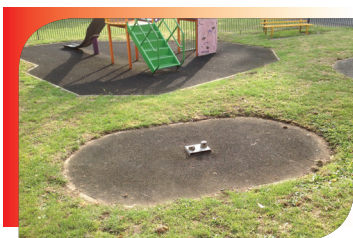
Green

The area is clear of litter, debris and bulky items. Play equipment is either in good working order, or has been cordoned off, made safe and reported for repair. No hazardous items. Very few leaves.



Amber

Some litter, debris and leaves, but it is mainly clear. No hazardous items and play equipment in good working order, or has been cordoned off, made safe and reported for repair. Area requires little work to return it to green standard.



Red

Excessive build-up of litter, debris and leaves – bulky waste present. Hazardous items present. Faulty or broken play equipment that has not been dealt with appropriately.

Bulky refuse/fly-tipping

Description and aims

Bulk waste is a large domestic household item/s that have been illegally dumped on estates or within a block and its grounds. If you have bulky items to dispose of, you are expected to call Medway Council on **01634 333333** to arrange to have the items cleared.



If you have arranged for the council to collect bulky waste, you are required to leave it at a designated collection point safely and securely. If items are left elsewhere this is classed as fly-tipping, which is also an act of anti social behaviour. We will take legal action against people found to be fly-tipping.

Anyone with building or other work being carried out should make sure that contractors dispose of waste properly and do not leave any on the block or the estate. Commercial waste left behind from any building works is classed as fly-tipping and is a criminal offence. You can report fly-tipping online at: www.medway.gov.uk/flytipping

Where bulk waste has been left in non-designated areas, or has not been made safe and secure, our wardens will make safe whatever has been left and arrange for its collection.

An electrical waste service is also available, for more information please contact **01795 434125**.

What if I see fly-tipping?

We need evidence to take action against people who dump their rubbish. If you witness someone fly-tipping, call us on **01634 333333** or report online at: **www.medway.gov.uk/flytipping**



We can't do it without you

To help us provide you and other Medway Council customers with the best possible service, please:

- do not put large bags down rubbish chutes – they will block it;
- do not leave bags of rubbish outside your door or anywhere else in the building;
- do not dump any items in or outside the building;
- do report any anti social behaviour in your block to us;
- do report any repairs within the shared area of your block to us;
- do call your local council to collect large items such as unwanted sofas, fridges, and mattresses.

Garages

Description and aims

Garage areas should be swept thoroughly and litter removed. Hard surface areas should be clear of weeds and regularly swept.* All areas should be free of litter, debris and hazardous items. Bulky refuse should either be removed or made safe, and or reported and collection arranged. Abandoned vehicles should be identified and removed.

Green

The garage area is clear of litter, debris and leaves. Bulky items not present or have been made safe with collection arranged. No hazardous items present. Garages in good order and made secure where doors are damaged. Cleaning taking place as planned. No abandoned vehicles present.



Amber

The garage area mostly free of litter and debris, but with some accumulation. Would require little work to return area to green standard. Bulky items not present or have been made safe with collection arranged. No hazardous items. Abandoned vehicles identified with notice affixed awaiting removal



Red

The garage area has excessive debris and litter. Bulky refuse present that has not been removed, or made safe and reported. Damage is evident to garages and/or doors and/or health and safety dangers exist. Hazardous materials present. No evidence that cleaning has taken place. Abandoned vehicles in area.)



* Unmetalised surfaces will not be swept, but will be litter picked to keep the area clear of litter or other debris.

Gardens and open plan frontages

Description and aims

Gardens and open plan frontages should be well maintained. This is generally the responsibility of the tenant or householder, but where the front of the property is open plan, this may be maintained through Medway Council under a grounds maintenance contract.

To ensure that the standard across the estate is maintained, housing officers will take action when they see there are problems, or where a problem is reported to them. Officers will be able to locate the poorly maintained areas, identify who is responsible, and take action to bring the area back up to standard.



Green

The garden is completely free of litter, debris and refuse. Any shrubs, lawns, flower beds or features are well maintained and in good order. Rubbish or bulky refuse is either not present or has been made safe and is awaiting collection. No hazardous items present.



Amber

The garden is mainly clear, shrubs, lawns, flower beds or features are due to be maintained but not unreasonably untidy. Rubbish is noticeable, but not excessive. Bulky refuse either not present or has been made safe and is awaiting collection. No hazardous items present.



Red

The garden is unmaintained with neglected shrubs, lawns, flower beds or features. And/or build-up of litter and refuse is excessive and highly noticeable. And/or dog fouling or other refuse present that has not been made safe. Bulky waste and/or hazardous items present.

Alleyways

Description and aims

These areas should be clean and clear of litter and excessive growth. They should provide the access they were designed to provide. All areas should be free of litter, debris, weed and foliage growth and hazardous items. Bulk refuse should either be removed or made safe, and or reported and collection arranged*.

Green

The area is clear of litter, debris and leaves. Bulky items are not present or have been made safe with collection arranged. No hazardous items present. Cleaning is taking place as planned.



Amber

Mostly free of litter and debris, weed and foliage growth, but with some minor accumulation. Access may be difficult. Would require little work to return area to Green standard. Bulky items not present or have been made safe with collection arranged. No hazardous items.



Red

There is excessive debris and litter. Bulky refuse present that has not been removed, or made safe and reported. Over-grown weeds and foliage. Access not available. Possibly hazardous materials present. No evidence that clearing, maintenance or cleaning has taken place



***PLEASE NOTE** Alleyways accessed through gates are the responsibility of the residents served by the gated alleyway.

Examples of some common items that are repair issues



Broken
slabs



Uneven/
loose steps



Broken
fence posts



Unprotected
scaffolding



Broken/
vandalised walls

Who to contact



Customer services: 01634 333333 9am to 6pm (Mon-Fri)

Please note: Calls to customer services may be recorded or monitored for security and staff development purposes.



Housing Services, Medway Council,
Gun Wharf, Dock Road, Chatham, Kent ME4 4TR



Email: hrahousingofficers@medway.gov.uk

Website: www.medway.gov.uk/housing



Minicom: **01634 333111**

This information can be made available in other formats
from **01634 333333**

If you have any questions about this leaflet and you want to speak to someone in
your own language please ring **01634 335577**

বাংলা 331780
中文 331781
ગુજરાતી 331782

हिंदी 331783
ਪੰਜਾਬੀ 331784
Polski 332373

کوردی 331841
একুশাফব 331786
اردو 331785

فارسی 331840
Русский 332374
Lietuviškai 332372