



Service Standard  
Clean estates

# Caretaking service

## We will:

- Keep all areas free from bulky waste and litter
- Clean all shared windows every eight weeks
- Ensure that all shared areas are properly lit. If the lighting fails and is a health and safety risk, it will be dealt with as an emergency repair
- Remove all racist or offensive graffiti on estates within 24 hours of being told about it and other graffiti within seven days
- Provide information about the frequency your estate is cleaned on the estate noticeboard
- Ensure estate services staff are able to tell you when your estate should be cleaned
- Replace your door entry card or key if you lose it [at a charge]
- Undertake regular inspections with residents and stakeholders on estates
- Provide information on the actions and repairs ordered following those inspections in a newsletter sent to all residents on the estate
- Take legal action against residents who damage council property

# Communal gardens and green spaces

## We will:

- Cut the grass every six weeks between March and October
- Cut the grass, if required, between November and February
- Ensure access ways are kept free from overgrowing vegetation
- Seasonally control weeds and prune shrubs
- Work with Waltham Forest Council to provide recycling facilities on estates and at smaller blocks