



Easy Read: Housing Estates Standards

What this guide is about

We want your home and neighbourhood to be **clean, safe, and pleasant**. This guide explains what the council will do, and how you can help.

Please read the full policy for further detailed information.

1 What You Can Expect from Us

We will:

- Keep shared areas **clean and tidy**.
- Keep your neighbourhood **as safe as possible**.
- Remove **offensive graffiti quickly**.
- Deal with **abandoned vehicles**, following legal steps.
- Tell you how to get rid of **bulky items** (like furniture).
- Help you report things like **fly-tipping** or dangers.
- Repair problems in **communal areas**.
- Carry out **regular inspections**.
- Ask your views before making improvements.

2 How You Can Help

You can help keep your estate safe and pleasant by:

- Reporting repairs, hazards, graffiti or abandoned vehicles.
- Putting your rubbish in the **right bins**.
- Keeping **communal areas clear**.
- Keeping your garden tidy.
- Giving feedback.
- Reporting anti-social behaviour.
- Joining our **Neighbourhood Champions**.

3 Cleaning of Blocks

Only a small number of blocks currently receive regular cleaning, but a **new cleaning service** will be rolled out in **2026/27**.

This will include:

- Sweeping, mopping and hoovering communal areas.
- Cleaning windows (inside and outside).
- Removing cobwebs.
- Cleaning and disinfecting bin stores.

Repairs are not included in the cleaning service.

4 Fire Safety in Communal Areas

We regularly check:

- Fire alarms
- Emergency lights
- Fire safety signs

Do NOT store anything in communal areas, including:

- Mobility scooters
- Prams/buggies
- Paints, oils or chemicals
- BBQs or fuel
- Furniture
- Toys
- Shoes or shoe racks
- Rubbish or recycling
- Any vehicle (including mopeds)

If items are left, the council may remove them and **charge costs**.

5 Bin Stores and Recycling

You must:

- Use the **correct** bin store.
- Put rubbish **inside** the bins, not on the floor.
- Keep rubbish contained.
- Not store waste outside your home.
- Dispose of **bulky items** through the council service.
- Put recycling **loose** into the right bin (not in bags).

Fly-tipping is against the law and may result in **fin**es.

6 Grounds Maintenance

We will:

- Cut grass (up to 12 times a year).
- Maintain shrubs and hedges.
- Remove litter from communal areas.

Tenants must look after **their own gardens**, unless using the assisted gardening service (for people unable to maintain gardens themselves).

7 Pest Control

We cover pest control in:

- Communal gardens
- Bin stores
- Communal lofts
- Stairways

If you have pests **inside your home**, that is your responsibility. A subsidised council service is available.

8 Estate Inspections

We regularly inspect estates.

You can join us, tenants, leaseholders and councillors are welcome.

9 Parking

- Some areas need a permit.
- Other spaces are first-come, first-served.
- Blue Badge holders may request a disabled bay, if space allows.
 - Bays are **not reserved** for one person — any Blue Badge holder can use them.

10 How We Check Our Standards

We monitor services through:

- Your feedback and complaints
- Estate inspections
- Tenant satisfaction surveys

Your views help us improve.

11 Performance

You can see inspection timetables and satisfaction scores on the council website.

12 Rent and Service Charges

You may pay a **service charge** for services like cleaning or grounds maintenance.

By law:

- Charges must be **reasonable**.
- You should receive information about how charges are set.
- Landlords must consult tenants if **new** services are introduced.

13 Get Involved

Become a **Neighbourhood Champion** to help improve your estate.

Email: housingstateservices@welhat.gov.uk