

Tenant and Leaseholder Services



Estate standard.

Our estate standard includes the work we do to maintain and take care of the communal areas in and around our blocks of flats.

Communal cleaning

The Tenant and Leaseholder Services (TLS) provide a cleaning service for communal areas which is provided by an external contractor.

Full details of what the cleaning contract provides is available in [Appendix 1](#) and a schedule of cleaning will be available in each block within your communal area.

You will receive the following cleaning service:

Weekly - cleaning of communal areas including:

- Sweep and wash clean internal communal floors depending on floor surface.
- Clean window glazing of the main entrance door and lobby areas.
- Dust and wipe clean skirtings, bannisters and window frames.
- Dust and remove cobwebs from communal ceilings and light fittings.
- Clean lift doors, floors and mirrors.
- Clean bin chute hopper head.
- Sweep and remove all litter and weeds on the main entrance path.

Twice a year - We will clean and disinfect communal bins and bin chutes.

Quarterly - We will clean communal window glazing.

If you live in a high-rise block you will receive the following additional service daily, including weekends and bank holidays:

Daily

- Mopping of Lifts and lobbies.
- Checking of bin chutes for blockages.
- Rotation of paladin bins to prevent chute blockages.

External communal areas

- Entrance of your block will be clear of litter and weeds.
- Dumped rubbish and fly-tipping will be removed within 5 working days of notification.
- Hazardous waste will be removed on the same day as we are notified or become aware.
- We will carry out litter picking of communal grounds.

If there is an issue with a cleaning or the quality of a cleaning email: myhome@thanet.gov.uk or call 01843 577262.

Communal repairs

Repairs to communal areas will be carried out within our published repairs priority timescales:

- Emergency repair (4 and 24 hour) - Any repair that is required in order to sustain the

immediate health, safety or security of residents at risk, or that affects the structure of the building adversely.

- Urgent repair (within 7 working days) - Any responsive repair that is not an emergency but deemed as urgent.
- Routine repair (within 16 working days) - Any responsive repair that is not an emergency.

Communal repairs can be reported in the same way as you would report a repair to your home.

[How to report a repair](#)

Residents storage of belongings in communal areas

To ensure safety in the case of a fire, we must make sure the communal areas in blocks are free from resident belongings.

If belongings are identified in the communal area we will:

- Attach a legal TORT notice to the belongings giving the owner 7 days to remove
- Remove the belongings after 7 days to a storage facility
- Store for a reasonable period of time before disposal

Owners of items can retrieve them by contacting the TLS on 01843 577262 or email:

myhome@thanet.gov.uk. The owner will be charged for the storage of their item.

Removing graffiti

- Offensive or discriminatory graffiti will be removed within 24hrs of identification or notification.
- Graffiti that is not offensive will be removed within 14 days of notification

Graffiti can be reported by contacting myhome@thanet.gov.uk or calling 01843 577262:

Resident car parking areas

- We will monitor our car parking areas and report abandoned vehicles
- We will monitor our car parking areas for unauthorised parking of non motorised vehicles and vehicles with Statutory Off Road Notices (SORN) notices

Communal grounds maintenance

- Grassed areas will be cut on average 13 times per year between March to October, weather dependant
- Grass cuttings are not collected
- Paved areas will be sprayed with weed killer twice a year
- Hedges and shrubs beds are tended to twice per year between November to March
- Flower beds are not maintained

Resident responsibilities

Residents are jointly responsible for maintaining a good standard on the estate in which they live, by respecting the rights of their neighbours as laid down in their tenancy and lease agreements.

This includes:

- Giving council employees and contractor access to complete health and safety checks
- Disposing of their refuse in line with the arrangements on their estate

- Following the correct procedures for bulky waste collection
- Responsible dog ownership
- No littering or fly tipping in communal and common areas including communal gardens
- Not causing damage to the communal areas or passenger lifts
- Responsible use of communal gardens, this includes not installing trampolines or leaving water filled paddling pools unattended
- Not parking SORN vehicles in resident parking areas
- Not leaving refuse or belongings in communal areas
- Not encouraging any vermin or pests to communal area including gardens
- Residents must not store and charge their mobility scooter in any communal area.

Monitoring the standard

Block inspections

We have categorised our estates by risk to determine the frequency of estate inspections by TLS officers.

Category of estate	Frequency of visit
Tower blocks	Daily
High risk	Weekly
Medium/low risk	Monthly

A housing block inspections will check for the following:

- Quality of cleaning
- If a litter pick is needed
- Resident belongings in communal areas
- Integrity of communal entrance doors
- Integrity of residents' front doors, where the door opens into a closed communal area).
- Graffiti
- Communal repairs
- Abandoned cars in the car park
- Bin chutes are free of blockages
- Bin are turned and not overflowing
- Flytipping

If residents want to join Officers for an inspection of their area they can request this by emailing myhome@thaent.gov.uk or calling 01843 577262.

Community Partnership Events

Residents are invited to attend community events, which include inspections of estates services.

Community Champions

We will engage and support residents who want to help contribute to the delivery of clean and well maintained estates. Residents will be encouraged to get involved in the following activities:

- Identify and report issues/concerns on their estates/in their community.

- Attend community partnership events (estate inspections) and any other activities in their area.
- Organise or get involved in community litter picks.
- Be a voice in the community.
- Help identify solutions/recommendations to problems in their area for example fly tipping.
- Knowledge of tenants and landlord responsibilities.
- Scrutiny of estate services.
- TTLG representatives attend contractor meetings.

Resident representative(s) will be invited to attend meetings with our cleaning contractor to scrutinise the service and recommend improvements.