

# Estate Standards

What you can expect us to do to keep your neighbourhoods clean and tidy.

**We take pride in our neighbourhoods, and we know you do too.**

We're responsible for making sure that the community you live in is clean, safe and well-maintained and our contractors carry out the work they're paid to do. We want to work in partnership with you to keep your neighbourhood tidy, and a place you can be proud to call home.

That's why we created these standards from feedback from over 600 residents across Kent. The standards clearly set out what you can expect from us and allows you to hold us and our contractors to account when things aren't going well.

Our standards are in partnership with our neighbourhood management policy, which you can read on our website [www.westkent.org/policies](http://www.westkent.org/policies).

## About our standards rating system

We rate most of our estate standards as being one, two or three stars: three being the highest and one being the lowest rating.

We've included pictures of what you can expect your neighbourhood to look like, along with some helpful information about each rating.

Your Neighbourhood Housing Officer will check the standards of your estate in line with this document four times a year. They will take action where any areas do not meet a three-star rating. You're welcome to join these inspections, for more details visit [www.westkent.org/estateinspections](http://www.westkent.org/estateinspections).

## How to report communal repairs

You can report issues in your area in many ways, just choose the one easiest for you!

- Visit [www.westkent.org/contactus](http://www.westkent.org/contactus)
- Email [help@wkha.org.uk](mailto:help@wkha.org.uk)
- Call 0800 169 1122 (freephone)

## Become a resident inspector

Resident inspectors carry out regular inspections of our estates. You'll submit feedback about your area, letting us know what's good and what needs improving. We'll feed back your suggestions to the teams that deliver these services.

Visit [www.westkent.org/residentinvolvement](http://www.westkent.org/residentinvolvement) or call 01732 749400 for more details.

**WestKent**

Places to live. Space to grow.

# Grounds maintenance

## Grass

Grass is cut between eight and ten times per year. The main cutting period is between March and December.



Grass is below 6cm with no cuts being missed in the main cutting period. All cuttings are removed.



Grass is above 6cm tall, but below 10cm. One cut missed during the main cutting period. Some cuttings are left behind.



Grass is over 10cm tall with more than one cut being missed in the main cutting period. Cuttings are not cleared away.

## Hedges

Hedges are cut twice a year between March and October.



Hedges are a uniform shape, with no weeds or brambles. All cuttings are removed. Not overgrowing pavement.



Hedges are slightly overgrown but can wait until the next cut.



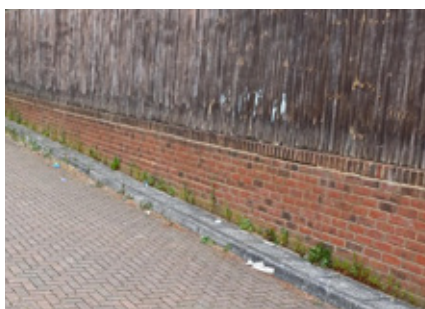
Hedges are overgrown, causing obstruction. There is a build-up of rubbish at the hedges' base. Weeds or brambles growing throughout.

### Hard surfaces/paths

Hard surfaces (such as car parks, roads, courtyards, areas in front of garages and drying areas) and paths are swept, with any weeds and moss removed. This happens ten times a year.



No moss, limited litter and weeds, no build-up of leaves.



Limited litter and moss growth. May have weeds or leaves, but that have not been left for long period of time.



Build-up of litter that has not been cleared. Moss growth and leaves left to build up for long periods of time.

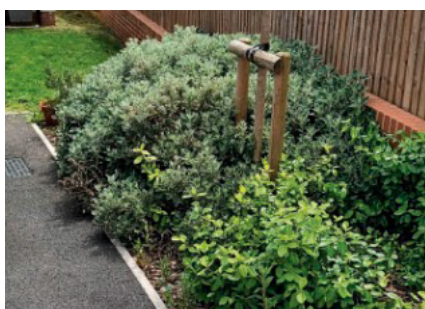
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### Beds and borders

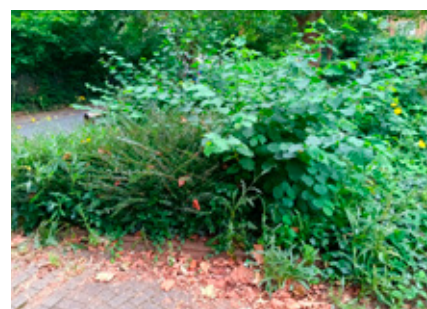
Beds and borders will be maintained four times per year, in February, May, July or August, and October.



No weeds, shrubs are well maintained with no large gaps in border. No litter in beds. Chipping mulch in place.



Shrubs are untidy and unsightly; some replanting may be required. Fresh weed growth.



Borders are untidy, shrubs are overgrown causing obstruction. Extensive weed cover. Major replanting required.

## Play areas

We will do a visual inspection ten times per year. A more in-depth inspection is carried out once a year by the Royal Society for Prevention of Accidents (ROSPA).



Equipment and play surfaces are fully functioning and in good condition.



Surfaces are slightly uneven or have moss growth. Some equipment is missing, but the area is safe.



Broken equipment and trip hazards on surface.

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## Trees

We look after trees in communal areas only. We will remove all growth and suckers at heights of above 2m, or obstructing roads and paths. We inspect trees every five years.

Trees in individual gardens are the residents' responsibility to maintain.

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## Gullies

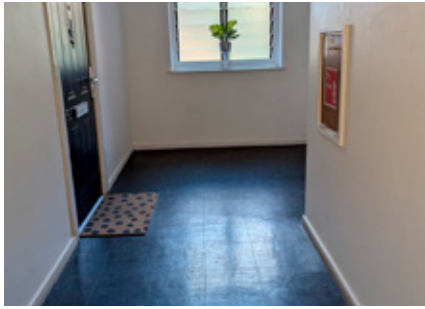
Gullies are cleared once a year in November or December.

# Cleaning

## Floors and stairs

We will mop hard floors, vacuum carpeted areas, check areas are free of dust and litter, wipe down spindles and handrails every two weeks.

This may vary for blocks that don't require fortnightly cleaning, such as our over 55s schemes.



Hard floors have been mopped with warm water. Carpeted areas have been vacuumed. Areas are free of dust and litter. Spindles and handrails have been wiped down.



Floors and stairs are clean, but some marks or debris are visible.



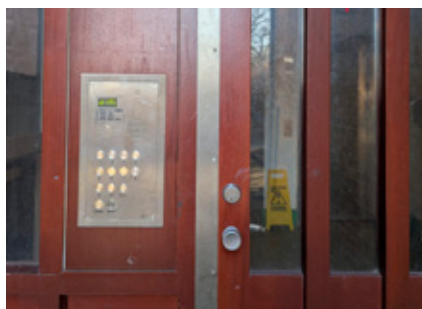
Dust or cobwebs in spindles or handrails. Floors are dirty or marked.

## Doors

We will carry out a clean and buff every two weeks to block entrance doors and doors in communal hallways.



Glass, handles, door plates are clean with no marks. Built in entrance door mats and wells are clean.



Some dust or dirt on door mat or well. Some smears on door.



Doors and door plates are dirty or have smears obscuring the glass.

## Communal windows

We will clean, dust and buff the inside of windows and door panels every two weeks.

We will clean the outside of windows twice a year.



Windows are in good working order. Internal areas clean, with no marks or smears. External windows are cleaned twice a year.



There is a small amount of build-up on edges, or marks or smears. Scheduled external cleaning is overdue.



Windows are dirty or smeared, making them hard to see through. Mould growth may be visible.

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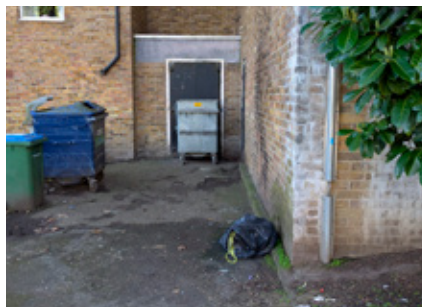
## Bin stores

We will clean, mop and dust bin stores every two weeks. They will wash door frames and handles, rotate the bins and leave them dust and debris-free.

Please ensure you're using the bin stores correctly to reduce the level of cleaning and fly tipping in bin stores.



No bulky rubbish. Bin store is accessible and tidy. No litter on floors, and the bin store is odour free. No signs of pests or vermin.



Bins are overflowing. Bin stores have bulky waste/fly tipping and small amounts of debris, dirt or staining. No sign of pests or vermin.



Not enough bins. Condition of bin stores is an environmental health hazard. Signs of pests or vermin. Bulk rubbish lying in or outside of stores.

## Lifts

Clean interior of lifts, wipe walls and wash floors using warm water and a mild detergent. Wipe doors, frames, control panel mirror ensuring a smear-free polished finish. Vacuum outdoor runner.



Floors, doors, mirrors and panels are all cleaned from dust and smears, swept and mopped clean.



Some litter, minor smears and dust.



Dust and debris in runners, smells and smears in lift. Mirror and metal work needs polishing.

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## Lights

We will remove dirt and dust wipe down smudges for fittings and sockets.

Any broken or damaged lights will be reported to us within two working days.

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## Internal communal walls

We will dust internal walls in blocks and remove cobwebs every two weeks, and wash them down with warm water every six months.

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## Graffiti

We will remove offensive graffiti within one working day.

Any other graffiti will be removed within 21 working days.

# Maintenance

## Lights

We will repair faulty fittings within 21 days. Repairs to fire escape lights will be completed within 24 hours.

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## Paths and roads

We will repair external walls and paths within one year, unless there is a health and safety risk.

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## Fences

We will maintain fencing in communal areas and boundary walls.

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## Compliance checks

Our compliance checks are completed regularly. They are checks that keep you safe within your communal areas. They are usually completed by our handyman service (except in some of our over 55s schemes).

Checks include:

- Weekly fire alarm checks
- Weekly emergency lighting checks
- Monthly AOV (automatic opening vents) checks
- Twice yearly water hygiene checks
- Yearly asbestos checks
- Twice yearly lift checks



# Neighbourhoods

## Estate inspections

These will be completed once every three months. Information on the dates and locations is on our website, [www.westkent.org/estateinspections](http://www.westkent.org/estateinspections).

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## Individual gardens

All individual gardens should be maintained in line with the tenancy or lease agreement.

Untidy and overgrown gardens will be picked up by neighbourhood housing officers during their estate inspections.

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## Parking

Cars should be parked in a mindful way, in designated areas.

Abandoned or unroadworthy vehicles, cars parked inappropriately or on verges, or cars blocking access should be reported to us.

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## Signage

Signage should be clear, clean and undamaged.

Noticeboards should be fireproof, with up to date with relevant information.

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## Garages

Garage areas clear of litter, weeds and debris.

Garages should be useable, have good access, be free of graffiti, fly-tipping and vandalism and have lockable doors.