

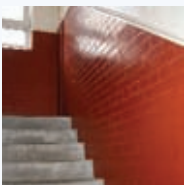
Estate services





Improving our estates
to improve your
quality of life.

Estate services

We feel that our environment is important to us all and our estate services are vital to us providing an excellent service to you. We need to work with you to improve our estates and so improve the quality of life for you.

Service area	What makes a good service	What you should do	What we will do
<p>Lifts and lobbies (a lobby is an enclosed ground-floor entrance serving a lift)</p>	<p>Lobbies and lifts should be clean, litter-free and smell nice.</p>	<p>You should report to your housing centre any areas or lifts in our blocks which are not clean.</p>	<p>We will sweep and mop lifts and lobbies once a day, clean lifts in blocks over 10 stories high twice a day, and fill in a record sheet on the shared noticeboard. We keep records of when cleaning tasks have been completed. We also check with you that we are meeting our cleaning targets.</p>
<p>Shared stairwells</p>	<p>Stairwells inside buildings should be clean, litter-free and smell nice.</p>	<p>You should report to your housing centre any stairwells which are not clean.</p>	<p>We will sweep and mop stairwells once a week, and respond to reports of spills or mess on the same working day. We have clearly identified days of the week when we will clear the stairwells and you can check this. We will also clean walls twice a year.</p>
<p>Pathways, roads, footways and hard-surface areas</p>	<p>Pathways and hard-surface areas should be clean.</p>	<p>You should tell us if moss, weeds or litter build up in any area.</p>	<p>We will sweep hard-surface areas and pathways once a week and remove litter every week-day.</p>
<p>Shared lighting</p> 	<p>Shared lighting should work and come on at the right time.</p>	<p>You should report to your housing centre any lights which are not working properly.</p>	<p>We will check all wall-mounted shared lighting every week and change bulbs if needed. We will report any wall-mounted block lighting to your housing centre for repair if the fittings are faulty. We will check time clocks once a week and wall-mounted block lighting on all planned inspections. We will also do a night-time check of all lighting once a month and clean wall-mounted light fittings twice a year.</p>

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Chutes and chute rooms	All chutes and chute rooms should be clean and clear of blockages. All rubbish should be put in the right chute or rubbish bag.	You should make sure your rubbish is wrapped or bagged and fits into the hopper easily so it doesn't block the chute. You should not leave any bags or items on the floor of the chute room or on landings. You should let us know about blocked chutes or dirty chute rooms and should only leave recycling out on the correct collection day. If you don't know your recycling day, check with your housing centre or London Borough of Tower Hamlets. Put any rubbish (not large items and furniture) which will not fit into the hopper into the bin.	We will check chute rooms and chutes for blockages once a week. Our staff will clear them when they can, or get a building contractor to do so within 24 hours. We will clean chute rooms once a week.
Landings	All shared landings should be clean.	You should not drop litter on shared landings or leave your rubbish out.	We will clean and mop shared landings once a month.
Bin areas	All bin areas should be clean. 	You should put rubbish inside bins and not on the floor or outside.	We will clear up rubbish that has spilled out of the bin and change bins daily, if needed. We will also clean and disinfect floor surfaces once a week and 'jet wash' bin areas every three months.
Door-entry systems	Door-entry systems should be working and clean.	You should report faulty door-entry systems to your housing centre.	We will check door-entry systems every day and report them if they are not working. We will also clean and polish them once a month.

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Bulk refuse (large rubbish items) and dumped furniture	All estate areas will be clear from large rubbish items and illegal dumping of rubbish (fly-tipping).	London Borough of Tower Hamlets offers a free collection up to three times a year to all households. Do not leave furniture or other large items on your landing or the estate. Report them to LBTH on 020 7364 5004 and get it collected for free.	We will move large items to a collection point and clear them twice a week. 
Graffiti	Graffiti-free areas.	You should report graffiti on EastendHomes property to your housing centre and to London Borough of Tower Hamlets on 020 7364 5004 .	We will remove offensive or racist graffiti within 24 hours. We will remove all other graffiti within four weeks. We will also report graffiti in the local area not on our property which we find to London Borough of Tower Hamlets on 020 7364 5004 .
Emergency repairs 	Well-managed, safe places to live.	You should report repairs that are needed to your housing centre, for example broken windows or door-entry systems. You should get involved with estate inspections (advertised in your local newsletter and on noticeboards).	We will respond to repairs in line with repairs priorities and make sure that dangerous repairs are looked into within one hour, and dealt with within 24 hours. We will carry out estate inspections and have the results available at all housing centres. We will also regularly let you know about how looking into our service with you is helping us to improve.
Antisocial behaviour	Well-managed, safe places to live.	You should report vandalism or other antisocial behaviour to your housing centre or to the council's 24-hour anti social behaviour hotline on 0800 917 5918 .	We will record and report antisocial behaviour including vandalism, litter, graffiti, vomiting, urinating and so on, so we can identify problem areas. We will work with other relevant groups.

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Garden maintenance	Lawns are regularly cut and free of litter. Shrub beds are pruned, free of weeds and full.	You should not allow dogs to foul on the grass, but if they do, clear it up. You should keep your dog on a lead. You should not drop litter and report anyone you do see dropping litter.	We will cut lawns at least 11 times each year. We will spray hard-surface areas with weedkiller four times a year or use other weedkilling methods. We will prune rose beds to remove damaged plants 11 times a year, more often if needed (ordinary shrub beds will be pruned 10 times a year). We will include planting schemes which support the environment when we can. We will compost and re-use green waste whenever possible.
Abandoned vehicles	Our estates are free of abandoned vehicles	You should report abandoned vehicles to your local housing centre.	We will check for abandoned vehicles and remove them.

Setting standards and aiming higher

We will regularly clean your block and estate, and have agreed cleaning standards (we will check and grade all cleaning and gardening work in line with these every six weeks.) We want to check that our standards are high and are in line with national performance measures. We also want to check how we are doing compared to other service providers. We will let you know how we are doing through our local newsletter. You can look at information on performance at all housing centres. If you have any concerns, don't keep them to yourself. You should contact your housing centre if it's important, and they will help you. We print estate inspection dates in the local newsletters, and they are displayed on noticeboards and at housing centres.

We record all cleaning activities and keep records of completed work, which our cleaning supervisors often check.

We have specific ways of training caretakers to do their jobs. If you are worried about the quality of cleaning, contact us as we can check performance levels.

Caretaking staff hours

Monday to Friday - 8am to 4pm
(They take lunch from 12 noon to 1pm.)

Weekend working

Local arrangements apply but the minimum service which will be carried out will involve the following:

- We will move bins when needed.
- We will clear lobbies and lifts.
- We will collect litter from outside areas.
- We will check problem areas such as anti-social behaviour in shared areas.

How to contact us

EastendHomes Head Office

Tayside House, 31 Pepper Street,
London E14 9RP

E-mail: enquiries@eastendhomes.net

Phone: 020 7517 4700

Fax: 020 7515 0218

Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: mileend@eastendhomes.net

Phone: 020 8880 7055

Fax: 020 8880 7810

Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: islandgardens@eastendhomes.net

Phone: 020 7538 2340

Fax: 020 7537 0512

St George's Housing Centre

Shearsmith House, Hindmarsh Close, London
E1 8HP

E-mail: stgeorges@eastendhomes.net

Phone: 020 7481 4110

Fax: 020 7481 4082

Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: holland@eastendhomes.net

Phone: 020 7456 6700

Fax: 020 7456 6737

Glamis Housing Centre

Ground Floor, Roslin House, Brodlove Lane,
London E1W 3EL

E-mail: glamis@eastendhomes.net

Phone: 020 7791 7947

Fax: 020 7791 7983

You can send us a text message to 07961 941584

Leaflets

We produce leaflets on the following topics

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape



To ask for a different format, please contact your local housing centre.