

# Seven Locks Housing SERVICE STANDARDS

## What you can expect from our ESTATE MANAGEMENT SERVICE in your area

### *We Will:-*



Provide you with contact details of your Area Housing Officer.



Inspect your estate every 3 months, publishing the times and dates in our newsletter and on our web site and encourage residents and other partner agencies to take part.



Include fire risk assessments of communal areas during estate inspections and take the necessary action to remove any items which pose a safety risk.



Work with partner agencies to arrange the safe removal of needles, dangerous objects and abandoned vehicles.



Remove offensive graffiti within 24 hours and other graffiti within 5 working days.



Pro-actively seek feedback and monitor satisfaction of estate residents

***If you would like to talk to us about our Estate Management***

***Service Telephone: 01858 414500***

***Or email: info@sevenlockshousing.co.uk***

**Deborah Bennett**  
**Executive Director**

**Sarah Conway**  
**Chair of the Board**

**Dated 1 August 2011**