

# DECENT ESTATES

MAINTAINING THE PLACE WHERE YOU LIVE



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## Decent Estates

To ensure that all our homes and estates are well maintained, we have worked closely with residents to produce a Decent Estates Standard. This grades each estate according to its condition.

## The Decent Estates Standard

Estates are graded into three categories:

- **Red** - Estate fails the standard in several areas and needs urgent attention.
- **Amber** - Estate requires minor attention or minimal work to achieve the standard.
- **Green** - Estate is well maintained and meets the desired standard.

If any estates are red and fail our standard, we will take action to improve them and inspect them more frequently.

## Inspections

In an estate inspection we pay particular attention to the following:

- ➔ Standard of grounds maintenance.
- ➔ Standard of cleaning and upkeep of communal hallways.
- ➔ Outstanding repairs to communal areas.
- ➔ Potential improvements / services required.

Every property with a service charge will be inspected on a regular basis.

## Our objective

We want all our estates to be graded at a green level. For an estate to have a green rating it must achieve the following:

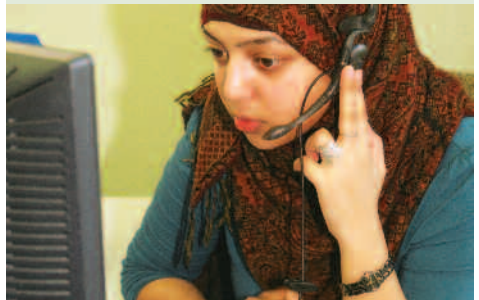
- No litter or dumping of rubbish.
- No discarded chewing gum or cigarette butts.
- No graffiti or damage to communal fittings.
- No abandoned or untaxed vehicles on site.
- Gardening, cleaning and other services undertaken regularly and to the agreed standard.
- It is generally a clean environment where people want to live.

## How you can help

To help make the area where you live a cleaner and safer environment, you can:

- Contact us if you feel that the services you receive are not adequate.
- Complete our customer satisfaction surveys.
- Tell us if you see fly tipping.
- Tell us if there is vandalism or graffiti on your estate.
- Tell us if communal areas are being misused.

Full details on how to contact us can be found on the back of this leaflet.



## Decent estates.

This document is available in other languages upon request.

### Bengali

এস্টেট পরিষেবা  
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

### Kurdish

خزمهنگوز اریبهکانی خانوبه ره  
ئهه بهلگهیه به پیی داواکاری به زمانی کوردی ش دهس دهکهریت

### Punjabi

ਜਾਇਦਾਦ ਸੇਵਾਵਾਂ  
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

### Somali

Adeegyada Dhismayaasha deegaan  
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

### Urdu

املاک سے متعلق خدمات  
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

## How to contact us

You can contact us at our office, over the telephone, by e-mail or on our website.

### Telephone:

0121 766 1100  
8am-8pm Monday to Friday  
8am-1pm Saturday  
Emergency out of office hours:  
0121 766 1100 (transfer to our out of hours service)

### E-mail:

post@family-housing.co.uk

### Post:

Family Housing Association  
(Birmingham) Ltd  
Bordesley House  
44/46 Coventry Road  
Birmingham B10 0RX

### Website:

www.family-housing.co.uk

