

Tenancy Management Service Standards



WPH










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audio or a different language call 0151 606 3000

Estate Management Service Standards

Tenancy Management Service Standards

We will:

-  Investigate all reports of breaches of the tenancy agreement within seven days.
-  Carry out initial visit and commence investigative action within one working day of receiving a report of an abandoned property or an illegal occupier.
-  Provide you with a decision within 28 days when you request to succeed or change your tenancy.
-  Reply to all applications to carry out alterations to your home within 28 days. WPH will not unreasonably refuse permission.
-  Provide you with a decision within 42 days if you wish to carry out a mutual exchange (swap properties).
-  Consult with residents about improvements to the neighbourhood.
-  Work with Police and other external agencies to ensure the safety of our residents on estates and neighbourhoods.

Anti Social Behaviour Service Standards

We will:

- ✓ Respond to complaints of anti social behaviour that relate to WPH owned property or affects its interests.
- ✓ Record all initial complaints on an 'Initial Complaint Record' and maintain accurate records.
- ✓ Allocate the case to a named officer on receipt of an 'Initial Complaint Record'.
- ✓ Ensure the named officer contacts the complainant within 24 hours.
- ✓ Offer you an interview within 3 working days.
- ✓ Fast track serious cases to Wirral Anti – Social Behaviour Team.
- ✓ Offer a Mediation Service.
- ✓ Keep our customers up to date with progress in relation to their complaint.
- ✓ Not close a case without ascertaining the current position.
- ✓ Notify you in writing that the case has been closed.
- ✓ Publicise all cases where legal action has been taken.

Estate Services Service Standards

Block communal cleaning to low rise flats, we will:

- ✓ On every visit:
 - Brush, mop or vacuum as necessary, floors and stairs.
 - Remove cobwebs from light fittings and doorways, walls and ceilings.
 - Dust or wash down banisters, handrails and skirting.
 - Clean and disinfect bin areas/chute rooms.
 - Inspect your block for repairs or vandalism and report to the repairs response centre.
 - Clean when required the accessible communal glass and windows.
 - Litter pick inside and outside the block.

- ✓ Recharge any person(s) who is responsible and can be identified for causing damage to our property or dumping rubbish

- ✓ Carry out spot inspections on the cleaning standard of your block and involve you in this process to ensure standards are being met.

- ✓ Carry out annual sample surveys to help identify how we can improve our services.

Estate environmental standards, we will:

- ✓ Inspect your neighbourhood every three months and invite local customer representatives.

- ✓ Deal with abandoned vehicles within three days of being notified.

- ✓ Remove offensive graffiti within 24 hours and all other graffiti within five days.
- ✓ Remove rubbish which is a health risk from WPH land within 24 hours and within 5 days of it being reported for all other refuse.
- ✓ Ensure street lamp repairs are reported to Streetscene within 24 hours.
- ✓ Ensure all evidence of sharps, syringes and other drug using equipment is removed within 24 hours of reporting.

Grounds Maintenance Service Standards

Individual gardens, we will:

- ✓ Mow the grass 12 times a year for residents accepted on the individual garden maintenance contract.
- ✓ Cut individual hedges twice a year for residents accepted on the individual garden maintenance contract.

General grassed areas and hedges, we will:

- ✓ Mow grassed areas 12 times a year in the growing season.
- ✓ Spot treat walls/fence lines with herbicides three times a year.
- ✓ Ensure grass cutting takes place every 2-3 weeks.
- ✓ Cut hedges twice a year and remove debris from site.

Site Management Services to High-Rise Flats Service Standards

We will:

- ✓ Brush and wash lifts twice daily on weekdays.
- ✓ Brush and wash lifts once on Saturday, Sunday and Bank Holidays.
- ✓ Brush and remove litter/rubbish from landings daily.
- ✓ Mop, brush or vacuum ground floor foyer areas daily.
- ✓ Mop, brush or vacuum landings weekly.
- ✓ Mop, brush or vacuum ground floor foyer areas as required.
- ✓ Ensure a deep clean of all woodwork, door plates, handles and floors are scrubbed and polished at least once every 2 months.
- ✓ Pressure clean refuse rooms and other external areas once a week.
- ✓ Remove all leaves and general rubbish from bush borders, pathways and surrounding areas of the blocks on a weekly basis.

- ✓ Pigeon excrement will be jet washed from external entrances (front and rear) on a weekly basis.
- ✓ Offer to carry out joint block inspections with a resident representative once a month.
- ✓ Liaise with Housing Management staff regarding minor neighbour nuisance complaints and attempt to jointly resolve before taking any enforcement action.
- ✓ Carry out new tenancy visits and provide advice and assistance to ensure new tenants move into their new homes with ease and comfort.
- ✓ Attempt to resolve resident enquiries before referring to specialist staff.
- ✓ Assist and support new tenants during their occupation period.
- ✓ Release person(s) trapped in lifts in accordance with health and safety instructions.
- ✓ Ensure all communal lighting systems are operating effectively and repaired within 48 hours of reporting.
- ✓ Clear pathways/entrances of rubbish or debris. In the event of a snowfall apply rock salt.
- ✓ Remove all damaged glass within 24 hours and report immediately to the Repairs Response Centre for replacement.

Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتسويق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم **0151 606 3000**.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরমেটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে **0151 606 3000** নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 **0151 606 3000** 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: **0151 606 3000**.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu **0151 606 3000**.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ **0151 606 3000** 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, **Daabacad Far Waa-weyn**, dhegaysi ama farta indhoolaha Braille fadlan soo wac **0151 606 3000**.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر **0151 606 3000** پر ٹیلیفون کریں۔