

# Estate Standards summary

What you can expect us to do to keep your neighbourhoods clean, tidy and well-maintained

## Grounds maintenance

### Grass

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

### Hedges

Hedges are cut twice a year between October and March.

### 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.

### Beds and borders

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

### 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).

### 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.

### Fly tipping

We aim to remove fly tipping within five days of it being reported to us.

# Cleaning

## Floors and stairs

We will mop hard floors with warm water, 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.

## Doors

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

## Communal windows

We will clean, dust and buff the inside of windows and door panels every two weeks and we will clean the outside of windows twice a year.

## Bin stores

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

## Lifts

We will clean the interior of lifts, wipe walls and wash floors using warm water and a mild detergent. We will wipe doors, frames, control panel mirrors, ensuring a smear-free polished finish.

## 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.

## 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.

## 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.

### Paths and roads

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

### Fences

We will maintain fencing in communal areas and boundary walls.

## 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)

### 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.

### 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.

### Garage areas

Garage areas will be kept clear of litter, weeds and debris.

Visit [www.westkent.org/estatestandards](http://www.westkent.org/estatestandards) to read the full standards. For a paper version, please call 0800 169 1122.