Network Homes

Because good homes make everything possible

Rectory Park service level agreement (SLA) between Network Homes and leaseholders & tenants

April 2021

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Contacts

Customer Contact Centre

Telephone: 0300 373 3000

The Customer Contact Centre is open Monday to Friday, 8am to 6pm. If you need to speak to someone outside of these hours due to an emergency, your call with be diverted to the Out of Hours service.

Emails to **customerservice@networkhomes.org.uk** will be responded to within 48 hours. If Customer Services cannot deal with the query themselves, their response will include a reference number and who your request has been directed to.

Neighbourhood Management Queries

The Neighbourhood Management Team are responsible for matters regarding subletting, anti-social behaviour, noise nuisance, mutual exchanges, estate inspections, pest control and other breaches of tenancies, interviewing tenants and offer advice on tenant-landlord relationships.

If you have a query for the Neighbourhood Management Team, email or call the Customer Contact Centre. They will give you a reference number and raise a case on the Customer Service database. The Neighbourhood Management Team has access to the database and will acknowledge your query within 48 hours and give you a full response within five working days. (If you email a specific officer and they are away on annual leave or visiting other estates, you will receive an automated out-of-office message until they can deal with your query).

Residents Meetings

Residents meetings are now online via Microsoft Teams. You can find out when the next Rectory Park meeting is by visiting our Local Events page. Prior to each meeting residents will be sent an email or SMS notifying them of the date and time and inviting them to attend.

Drop-in sessions

Network Homes offers drop-in sessions by appointment at the Rectory Park Community Centre each week (currently only possible online via Teams or Zoom and excluding public holidays/staff leave) to discuss Neighbourhood related issues such as pest control, estate inspections, cleaning & grounds maintenance. This service will begin the week commencing Monday, 5th April 2021 and the nominated day will be a Thursday; so that will be 8 April 2021 between 10am and 12 noon. There will be eight slots of 15 minutes each; these will be allocated on a first come first serve basis. A request for a slot should be e-mailed to Michael Smith (michael.smith@networkhomes.org.uk) by 12 noon on the Wednesday before the appointment on the Thursday.

Community Ambassadors

There are several Community Ambassadors living on the Rectory Park Estate. Community Ambassadors are residents who have volunteered to represent your community, tackle general issues effecting all residents and develop projects and activities that benefit all.

If you wish to be put in contact with your Community Ambassador, please email the Resident Engagement Team on **Get.Involved@networkhomes.org.uk**.

Information on our website for residents at Rectory Park

There is a page on the Network Homes website where you can find the documents, letters, and updates for residents living at Rectory Park. We use it to communicate information such as the outcome of estate inspections and any relevant updates to services and facilities. You can find it in on our website under the 'Your homes' section on the page titled 'My building - FRAs, documents and newsletters'. The direct link to the website is: www.networkhomes.org.uk/mybuildingdocuments. When on the page, add any part of your address in the search term box, then select search. You can use the search category to filter for 'Estate updates'.

General services

Estate Inspections

Estate Inspections for Rectory Park is undertaken by the Neighbourhood Team and usually take place on a monthly, usually on a Thursday at 1pm (subject to change). Inspections will be carried out in all blocks and the surrounding grounds to make sure the building and grounds are being properly maintained, and any areas of concern which requires investigation or repair will be reported to the appropriate team/department responsible for rectifying the issue.

The dates have been published for the financial year and will be displayed on the notice board.

Items identified for action will fall within the response times noted in this document
If you have any queries, please email or phone the customer contact centre and you will receive a response within 48 hours.

Due to the current pandemic and health and safety concerns, we are not actively encouraging residents to join estate inspections. However, the Neighbourhood Team are looking into how this service can be made available online.

For queries relating to Estate Inspections please call the Customer Contact Centre.

Service charges, lease and account queries

Leasehold Property Managers are responsible for dealing with breaches of leases, interviewing leaseholders and offer advice on leasehold-landlord relationships. The team are also responsible for the issuing of invoices and estimates for service charges and works.

To query your service charges, lease or account call the Customer Contact Centre. They will give you a reference number and let you know who your query will be directed to.

We aim to answer account queries such as payments or your balance within five days, and service charge queries within 21 days (28 days if it is a formal S (22) notice). If we need longer to process your query, we will give you a first update on progress within these timeframes, and then weekly updates as necessary.

Cleaning and ground maintenance

Pinnacle has been contracted to manage cleaning of the communal areas in the blocks at Rectory Park, and also for grounds maintenance in the Rectory Park estate. The Service Level Agreement for Pinnacle can be found in Appendix 4.

For enquiries and complaints relating to cleaning and ground maintenance, email or call the Customer Contact Centre. They will give you a reference number and raise a case on the Customer Service data base for the Neighbourhood Management Team. The Team will acknowledge your query within 48 hours and give you a full response within five working days.

Car Parking

CPM has been contracted to manage the car park areas across all the Rectory Park estate. The Service Level Agreement for CPM can be found in Appendix 3.

All enquires and appeals relating to parking should be referred directly to CPM at: **www.uk-carparkmanagement.co.uk/contact-us**.

For complaints relating to a failure of CPM to comply with their contract please call the Customer Contact Centre. They will give you a reference number and let you know who your query will be directed to.

Appendix 1 - Repairs

Type of repair	Response times
Emergency Repairs	4 hours
Routine Repairs	Within 28 days
Planned repairs	90 days

Emergency Repairs – call 0300 373 3000

Emergency repairs are situations where there is a risk to someone's health or safety, a home is not secure, or there is damage that will compromise the structure of your home.

To request an Emergency Repair, call the Customer Contact Centre between 8am-6pm. Outside these hours your call with be diverted to the Out of Hours service. You will be given a reference number and told what action will be taken.

While we guarantee same day attendance, our aim is to make the problem safe within four hours. If our contractor cannot fix the problem straight away, they will carry out a temporary repair to make it safe, and let you know what will happen next.

Routine Repairs – call 0300 373 3000

Routine repairs are repairs which are unlikely to cause serious health and safety problems or serious damage if they are not fixed straight away. For example, repairs to taps, gutters, doors, and windows.

To request a routine repair, call the Customer Contact Centre between 8am-6pm. They will give you a reference number and offer an appointment within two weeks. If this is not possible, they will tell you what alternative action will be taken. If the repair is urgent (but not an emergency) Network will negotiate with the relevant contractors to attend as soon as possible.

We aim to complete the repair within 28 days, but in the case of significant delay we will provide regular updates on progress.

Planned repairs

Planned repair works are bigger repairs that take longer to arrange such as where we need to involve specialist contractors or carry out an investigation or survey. Examples include works to paths, flat roofs, plastic windows and major problems with water supply and drainage.

Planned repairs are generally initiated by Network staff rather than requested by residents. Affected residents receive advance warning by email or SMS before work commences together with the start date and estimated completion date.

We aim to complete planned repairs within 90 days, however, works requiring consultation may take longer. In the event of a significant delay we will provide regular updates on progress.

Appendix 2 - Complaints Procedure

You can make a complaint:

- on our online 'contact us' form (www.networkhomes.org.uk/contact-us/)
- by phone (0300 373 3000)
- in person at one of our offices
- by email to complaints@networkhomes.org.uk
- through an advocate (with your written consent).

Raise your complaint as soon as possible as we do not normally investigate a complaint about an issue that happened more than six months ago.

Stage 1

We will:

1. Acknowledge your complaint in writing within 2 days.
2. Try to resolve the problem the first time you contact us.
3. Respond to your complaint in full within 10 working days, or let you know when we will respond if we need more time to investigate.
4. If we have done something wrong, apologies and say how we will put things right.

Stage 2

If you are not satisfied with our response at Stage 1, you have 30 calendar days to tell us you want to take things further and tell us of any outstanding issues.

1. An Executive Director or Senior Manager will review how the complaint was handled at Stage 1 and decide if the decisions we made were in line with our policies, fair and reasonable.
2. We will provide a full response within 20 working days, or let you know when we will respond if we need more time to investigate.
3. If we have done something wrong, we will apologies and say how we will put things right.

If you're not happy with the Stage 2 decision you can take your complaint to the Housing Ombudsman. We will advise you on how to do this.
More information can be found on our website at: www.networkhomes.org.uk/your-home/complaints-and-compliments/

Appendix 3 - CPM service level agreement

We are still in negotiation with CPM, the parking contractor, about their response times and we hope to publish this very soon.

Appendix 4 - Pinnacle Cleaning and Grounds Maintenance service level agreement (SLA)

See ‘Estate services peer review photo book’ on the following pages.

Caretaking & Cleaning Standards

Estate Services Peer Review Photo Book

HouseMark Estate Services Club

April 2013

HouseMark
Performance Improvement
024 7646 0500
www.housemark.co.uk
NATIONAL HOUSING FEDERATION
pfh

This Photo Book remains the copyright of HouseMark and may not be reproduced by anyone who is not a member of the Estate Services club, without HouseMark's permission.

For more information about HouseMark's Estate Services Club please contact:

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024 76472706.

Introduction

HouseMark are the social housing sector's leading provider of performance improvement services. We are committed to working for, and with, the sector to improve performance, value for money and efficiency. We help social housing providers make the best use of their resources to provide high quality services. HouseMark is jointly owned by the Chartered Institute of Housing (CIH) and the National Housing Federation (NHF), two not-for-profit organisations which reinvest their surpluses into the social housing sector. HouseMark runs Performance Improvement clubs both regionally and for specific service delivery areas.

This Photo Book has been designed by and for members of HouseMark's Estate Services club as part of a Peer Review and benchmarking exercise.

Estate Services club

HouseMark's Estate Services club meets on a regional basis (North and South) three times a year. The aim of the club is to facilitate the exchange of benchmarking information and good practice relating to Estate Services. Club member pay an annual fee which entitles organisations to send up to two people to each meeting.

Membership has gradually increased since 2007 and as of March 2013 there were 150 organisations in the club.

Photo Book

When the Estate Services club was formed in 2007, members said that they needed a tool to allow them to compare quality and value for money aspects of services between estates, regardless of the type of organisation, the properties being judged or where in the country they were located. As there was nothing available that fulfilled this purpose, HouseMark has compiled this Photo Book, with the invaluable help of club members,

The purpose of this Photo Book is to judge standards of cleaning, caretaking and grounds maintenance. Elements such as stairs, walls, windows and lifts that are nearing the end of their life cycle may not respond to cleaning and maintenance as well as new elements would. Therefore, an organisation that cleans ageing elements of buildings to the highest standards should therefore not be penalised in this exercise. Some consideration must be given to the condition of the property.

The first version of the Photo Book was produced in 2009 and this revised version has added some elements (trees and recycling facilities) and has revised some of the descriptions of conditions, etc.

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Peer Review

A Peer Review exercise has been developed by members of the Estate Services club. The Review involves residents and staff from one member organisation visiting a 'partner' organisation and scoring the quality of their Estate Services using this Photo Book.

A scorecard, which has been issued to all club members along with this book, has been designed for collecting the results of the Peer Review visits. These results can then be benchmarked against other club members using HouseMark's PI Tracking service.

Some organisations who have undertaken reviews of their Estate Services functions have also had a quality assessment carried out as part of that review. These assessments have been carried out by HouseMark Associates using the Photo Book methodology and the scores from those quality assessments have also been entered into the benchmarking tool.

When carrying out inspections either as part of the Peer Review exercise or as part of a review exercise Health and Safety considerations should be taken into account at all times. Housing estates can be dangerous places where vehicles are constantly moving and slippage hazards are present at all times. Having some form of "hi viz" jackets available may also be considered.

It is worth also ensuring that supplies of gloves and wet wipes are available at all times.

Scoring methodology for the Peer Review

The HouseMark Photo Book is used to assess the quality of Estate Services provided by social landlords. It is split into 2 sections, Cleaning Caretaking and Estate Amenities and Grounds Maintenance. Within these two sections there are 26 'elements', each element being an area found on housing estates (garages, bin sheds etc) or a task normally undertaken by Estate Services staff (graffiti removal, block cleaning, litter control or grass cutting).

Each element has 4 photos which indicate a condition or standard for that task or area. These standards are graded A (excellent) to D (totally unacceptable) and carry a score of 4 (A standard) down to 1 (totally unacceptable).

(Note – you cannot score zero, one is the lowest score and half points are not acceptable either).

There may be more than one photo for a particular standard, in order to display the condition better. In addition to the photos there is a verbal description of the standard which helps people using the book to understand the various standards, how they are to be interpreted and in certain cases to give further guidance. Some other guidance information or advice has also been added to this version to help residents and staff judge the standard properly and fairly.

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An electronic version of the scoring sheet can be downloaded from the HouseMark web site and adapted as required. Each individual scoring sheet can be used for an area or estate managed by the organisation and within that sheet four areas or blocks on that estate can be scored. The spreadsheet then automatically calculates the percentage score for that element and the overall scores for that estate.

(Note - some of the calculations within the spreadsheet have to be amended depending on the number of scores entered for a particular element). The spreadsheet then contains a summary sheet which automatically pulls the scores for each page and works out the overall percentage score for each element and overall scores for Caretaking & Cleaning, Grounds Maintenance and overall Estate Services.

If an estate, block or area does not have an element (eg, garages, chutes, lifts, etc) then 'N/A' is simply entered on the spreadsheet and the formulas in the calculations are amended accordingly. The formulas on the summary sheet also have to be amended where elements contain no score, or the score is less that the formula indicates.

Guidance on the use of the scoring sheet and the amendments that need to be made can be obtained from the author of the Photo Book, Alan Crowder, or from the HouseMark office.

Estate Services consultancy

HouseMark's consultancy team offers a bespoke training programme to prepare residents to undertake the Peer Review in a productive and professional manner. HouseMark also offers other consultancy services to help improve performance with Estate Services.

If you wish to organise training for residents and staff or avail yourselves of any of HouseMark's other Estate Essential services please contact Alan Crowder on 07711855715 or at alan.crowder@housemark.co.uk or Consultancy Team at the HouseMark office on 024 7646 0500.

Benchmarking

HouseMark collects annual cost and performance information from members of the Estate Services club, via its online PI Tracking service. Access is available, free of charge, to all HouseMark subscribers. The main quality indicators contained in this benchmarking club are ES48 HouseMark 'Peer Review' score, ES Cleaning Caretaking and Estate amenities and ES Grounds Maintenance.

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ESTATE SERVICES ELEMENTS

Element 1 – Car parks

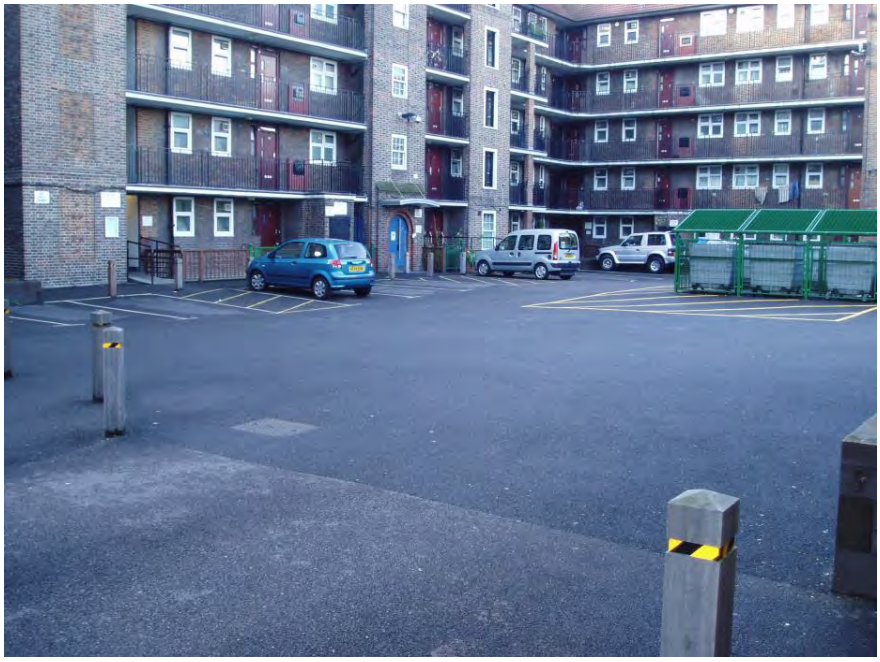
All car parks/parking areas

Grade A (scores 4)

"All Clear"

A typical example of such A grade conditions below:

These **car park areas** have no litter or tree leaves, are well marked out and provide an acceptable and safe area for residents to park their cars.



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Grade B (score 3)

"Satisfactory"

A typical example of such B grade conditions below:

During certain times in the year an amount of leaves within these **car park areas** could be seen as acceptable if they appear not to have been there very long (i.e. a small build up in October could be acceptable but in May it wouldn't).There may be a small amount of litter but investigation into when the most recent clean took place, would determine if it is acceptable. The white parking lines should be evident even if they are in need of a little attention.

Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

These **car park areas** typically have a higher build-up of litter e.g. litter/tin cans, newspaper, old leaves etc than could be deemed acceptable whatever the cleaning cycle may be.

Grade D (Scores 1)

"Service Failure"

A typical example of such D grade conditions below:

The cleanliness of the **car park** area is totally unacceptable and would be deemed a failure of service delivery. There will be excessive amounts of weeds, litter, leaves or hazardous materials (e.g. broken glasses sharp objects).

Element 2 – Garages and garage areas

All garages and garage areas

Grade A (scores 4)

Garage areas should typically be clear of litter, weeds, debris as in Element 1. Garages should be useable, have good access, be free of graffiti, fly-tipping and vandalism and have lockable doors.

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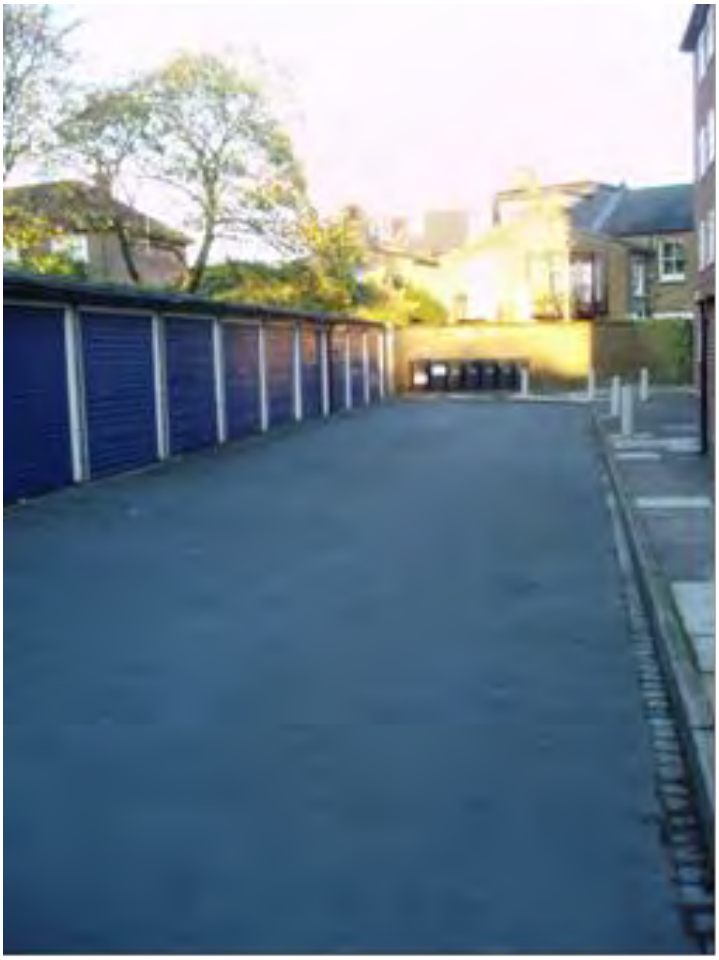

© HouseMark 2013

Grade B (scores 3)

Garage area is reasonably clean and well maintained but may be requiring a little work to bring back to top standard. It may contain small amounts of weed growth or inoffensive graffiti, but generally the garage structure and doors should still be in a good state of repair.

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Quality C (Scores 2)

Garage areas should be in an acceptable condition but could contain some small amounts of debris and refuse. There may be small amounts of reported but not removed fly-tipping, weed/moss growth, insignificant evidence of inoffensive graffiti and minor vandalism and some evidence of disrepair.

Quality D (Scores 1)

The garage areas would have an excessive build-up of litter and debris; evidence of bulk refuse present that has not been removed, or made safe and/or reported. ***(Investigation should determine if bulk refuse has been reported***).
There will also be evidence of hazardous materials and the garages would perhaps require significant repairs in order to bring them back to an A or B standard. The garage area would also only score 1 if there is any evidence of offensive graffiti present, which had not been dealt with or at least reported within the organisation's target time, regardless of the general condition of the area and the garage doors.

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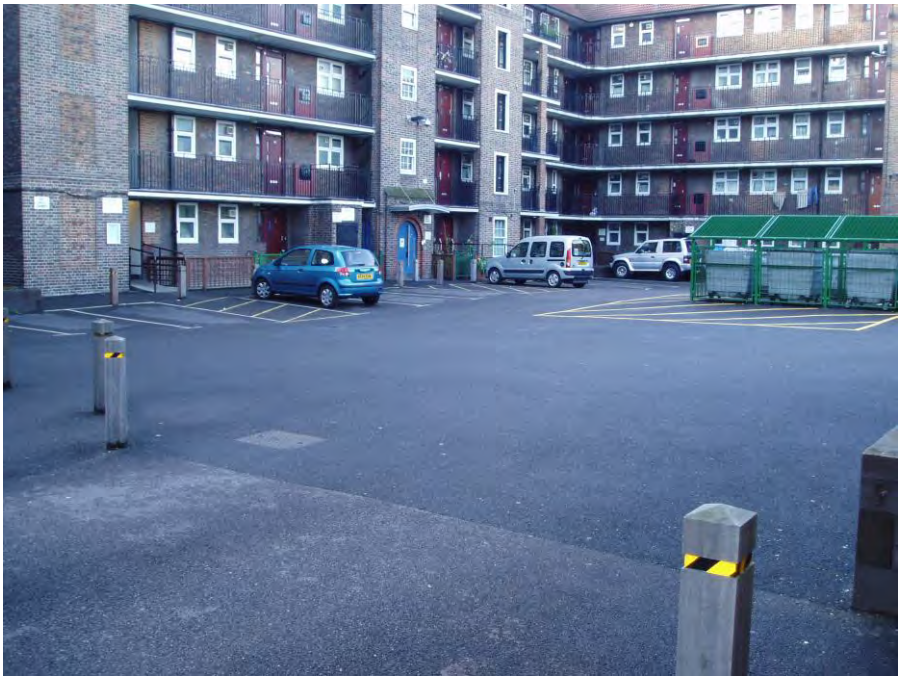
Element 3

Paths, roadways and courtyards

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:



The **paths and roadways and communal** areas, throughout the estate or around the blocks are very well kept and there is no evidence of leaves, litter and sharp objects.

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Grade B (Scores 3)

"Satisfactory"

A typical example of such B grade conditions below:

These **paths, grassed areas and roadways** areas typically have no more litter and detritus than you would expect as the cleaning cycle wears on.

Investigation as to the cleaning frequency and cycle will determine if the level of litter or detritus is acceptable.

Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

These **paths and roadways** around the blocks/estates/areas typically have high build-up of litter and detritus (e.g. litter/tin cans, newspaper, old leaves etc.)

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Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

The lowest score of a 'D' Is given when the cleanliness of the **paths, roadways** , courtyards and communal areas around the block/estate/area is totally unacceptable and would constitute a service failure. On inspection you may find excessive amount of litter, old leaves or hazardous conditions are found (e.g. broken glasses or sharp objects).

Element 4

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Play and seating areas for hazards such as broken glass, sharps and faulty or damaged equipment

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:

These **play and seating areas** are typically very good, no leaves, no litter and no sharp objects. All play equipment shall be in working order with no broken seats, safety rails etc. There should also be some seating areas, with the seats in a good condition, within the play area.

Grade B (Scores 3)

"Satisfactory"

A typical example of such B grade conditions below:

These **play and seating areas** typically have no more litter than one would expect as the days wears on.

Investigation as to the cleaning frequency and cycle will determine if the level of litter or detritus is acceptable.

Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

These **play and seating areas** are typically with high and with an unacceptable build-up of litter e.g. litter/tin cans, newspaper, old leaves etc.

There may also be slight damage to the play equipment and/or the seating within the play area.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

These **play and seating areas** are totally unacceptable, with excessive amount of litter or hazardous conditions are found (e.g. broken glasses or sharp objects).

Any serious damage to play equipment should also result in an immediate service failure and the award of a 'D' score. The host organisation shall immediately be informed of any such damaged play equipment.

NOTE.

A distinction should be applied between "hazardous litter or disrepair" and "unsightly – but not dangerous litter or disrepair". The first would indicate that the playground or play area has broken equipment, broken glass, sharps or razor blades which would result in an immediate fail and what may be "unsightly or aged disrepair" such as leaves and a daily/weekly build-up of litter which would result in a score of B or C in this element.
Care should be taken with the scoring of this element.

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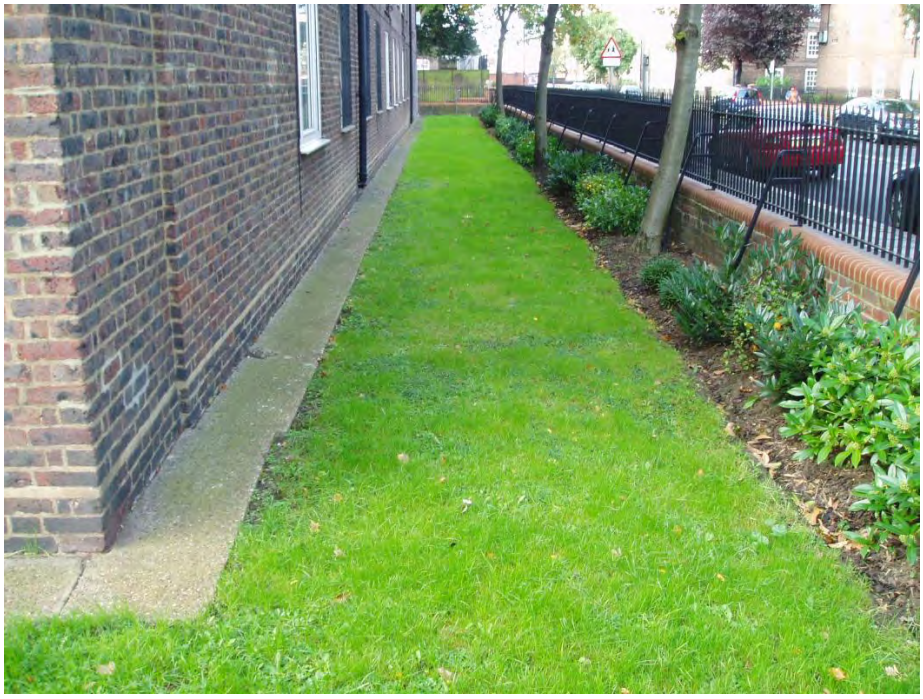
Element 5

Removal of litter and leaves from grass area and shrub beds

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:



The **grass area and shrub beds** are typically in very good condition, there is no evidence of litter, no build-up of old leaves or grass cuttings and no sharp objects such as needles or broken glass.

Grade B (Scores 3)

"Satisfactory"

A typical example of such B grade conditions below:

These **grassed areas and shrub beds** typically have no more evidence of litter, old leaves or grass cuttings than one would expect depending on the frequency of the litter clearance cycle. There should be no evidence of sharp objects such as needles or broken glass or no large build-up of leaves.

Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

These **grass areas and shrub beds** will typically have a higher build-up of litter, leaves, grass cuttings e.g. litter, tin cans, newspaper, old leaves, etc than would be deemed acceptable. There should still be no evidence of sharp objects such as needles or broken glass

Grade D (Scores 2)
"Very Poor"

A typical example of such D grade conditions below:

These **grass areas and shrub bed areas** are totally unacceptable and would constitute a service delivery failure. There would be evidence of excessive amount of litter, leaves, grass cuttings or hazardous conditions.

Any evidence of broken glass, needles or sharp objects will constitute a service failure and will attract an immediate 'D' score.

Element 6

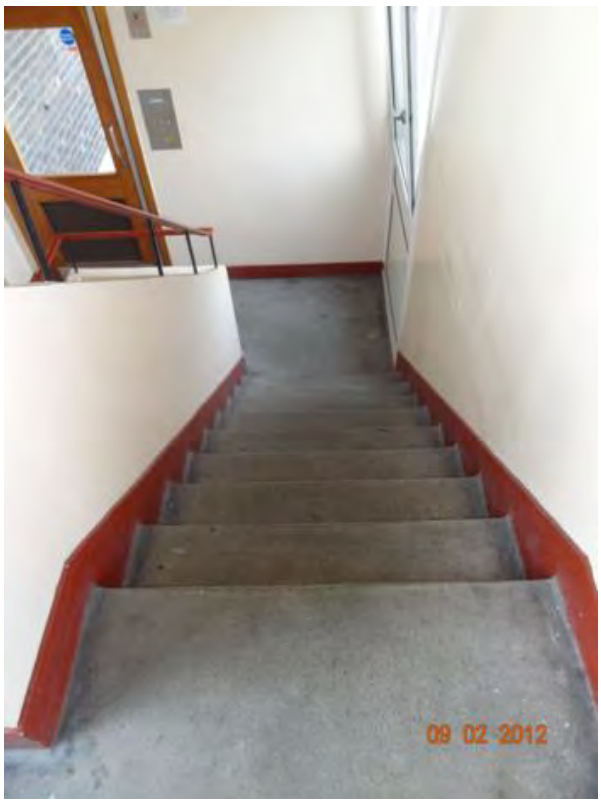
Removal of graffiti from communal areas (both internal and external areas)

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:

These areas typically does not have **any graffiti** and no graffiti can be found anywhere within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



Grade B (Scores 3)

"Satisfactory"

A typical example of such B grade conditions below:

There may be an area with a very small and isolated area of **graffiti** within in the building/block, on the outside walls or anywhere in the surrounding/communal areas.

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Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

There are at least two areas with **graffiti** found in different places within the building/block, on the outside walls or anywhere in the surrounding/communal areas.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

This is when the levels of graffiti within the area are totally unacceptable and would constitute an immediate service failure This would automatically be the case where excessive and offensive levels of **graffiti** are found either within the building/block, on the outside walls or anywhere in the surrounding/communal areas.

Note

As with the judgment of playgrounds some care should be taken in scoring this element.

Any evidence of offensive (i.e racist, homophobic, sexist, religious) graffiti should result in an immediate FAIL and score D for this element.

Other graffiti which may involve a "tag" and is just unsightly may only merit a score of B or C depending on the level of graffiti that is evident.

If any graffiti is observed and is clearly newly done, a check should be made if it has already been reported and if it will be dealt with within the target time for either offensive or ordinary graffiti. If it has obviously been reported and is waiting to be dealt with leniency in the scoring should be made.

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Element 7

Security of tank and meter rooms

We are only able to grade this task as **A** or **D** (pass or fail – **Score 1 or 4**), as we are checking to ensure the tank and meter rooms are kept locked. **In circumstance where we identify an unlocked room, this would be a service failure.**

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:

This tank room is clearly locked.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

This tank room is clearly not secured.

Element 8

Chutes. General condition, evidence of blockages and cleanliness of external parts of hopper head and surrounding walls and flooring.

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:

This **hopper head** is as clean as it can be and also the floor and walls around the hopper head are also very clean, and therefore, will be given "A" grade **if all chutes are found in same state.**

Grade B (Scores

3) "Satisfactory"

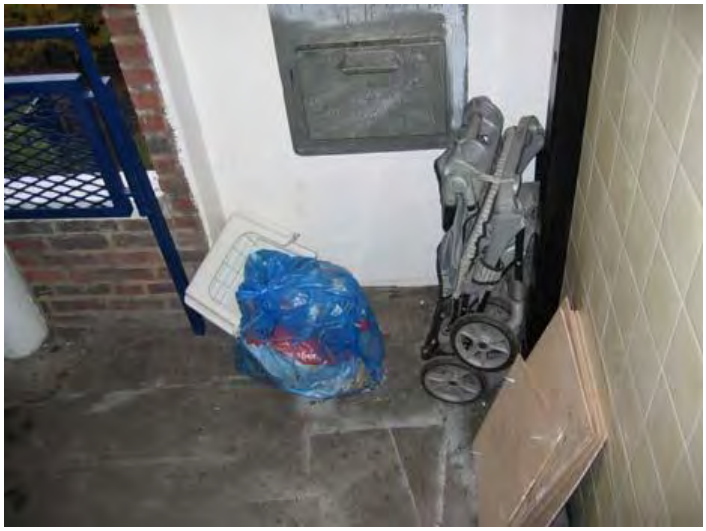
A typical example of such B grade conditions below:

This hopper head is not perfect, with maybe small bits of dirt present, but there is no rotten food and very little dirt on the outside.

Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:



At least one **chute within this block** is much dirtier that it should be and access to it may also blocked by rubbish in the surrounding area, making it difficult for the residents to use the chute.

Grade D (Scores 1)

“Very Poor”

A typical example of such D grade conditions below:

At least one hopper head within the block is blocked with rubbish. There may also be evidence of rotting food and/or maggots within the hopper head.

Element 9

Cleanliness of communal windows on doors/landings & staircases, internal & low level external faces only

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:

The **window** has no dirt, dust, cobwebs and generally level of cleanliness is excellent. The condition of the window, its frame or cill should not affect the judgment of its cleanliness.

Grade B (Scores 3)

"Satisfactory"

A typical example of such B grade conditions below:

The **window** is as we expect it to be, generally in as acceptable a condition as the cleaning cycle would permit.

Enquiries should be made as to how often windows, both internal and external, are cleaned as this will have an effect on the standards of cleanliness. This is often a service which is not provided or not provided frequently enough and which is poorly monitored.

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Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

The condition of the **window** is in poor condition (e.g. water streak on inside of the window). There may also be evidence of dust and dirt on the inside of the window or on the cill or surrounds of the window. Generally it would appear that the window has not been cleaned within the last 2 months.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

This condition of the **window** is very poor (e.g. frame and glass is covered in excessive cobwebs, dust and dirt). Generally the window would score a "D" if there is no evidence that the window has been recently cleaned and is in a condition which would be deemed to be a service failure.

Element 10

Cleanliness of ledges including internal window sills

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:

This is where we expect to find the condition of the **ledges** in excellent condition (totally dust and dirt free).

The 'finger test' (rubbing one's finger over the window cill) will often determine the standard of cleanliness of window cills and frames.

Grade B (Scores 3)

"Satisfactory"

A typical example of such B grade conditions below:

The **ledges** are in good condition as we expect it to be, typically no more dirt or dust than you would expect as the cleaning cycle permits.

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Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

The **ledges** and window sills are in poor condition, with high build-up of dust and dirt e.g. evidence of old cobwebs, insects, dirt and litter.

Grade D (Scores1)

"Very Poor"

A typical example of such D grade conditions below:

The condition of the ledges is totally unacceptable, with excessive amount of dirt, dust and grime. It would also score a "D" if it was in a hazardous condition (e.g. broken glasses or mirror or sharp objects).

Element 11

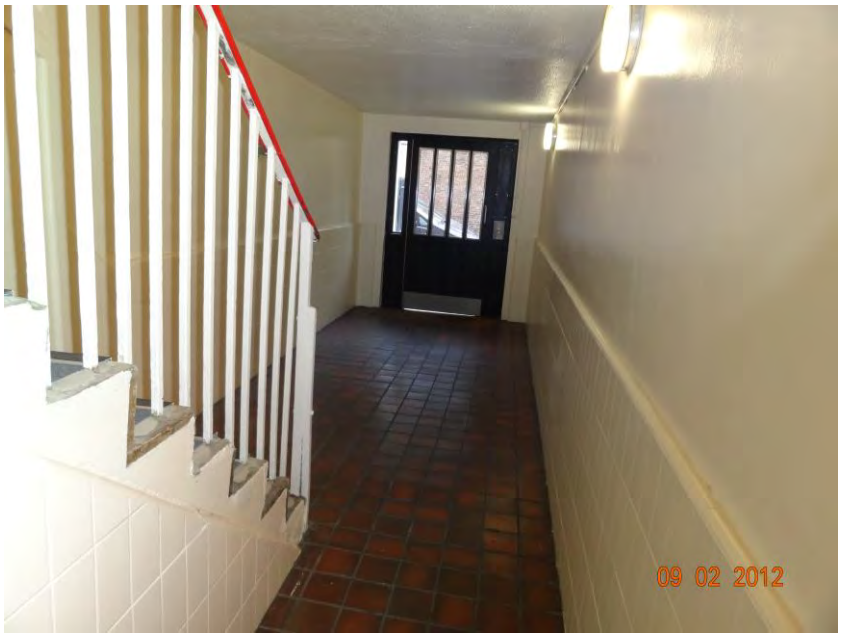
Checking of estate lights, including bulbs/tubes. Ensuring the cleanliness and effectiveness of light fittings and that they have dust free fittings external surface shades and covers.

Grade A (Scores 4)

"All Clear"

A typical example of such A grade conditions below:

This is where the cleanliness and condition of the **light bulbs, shades and covers** are in excellent condition and have obviously been recently cleaned, probably as part of cyclical maintenance.



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Grade B (Scores 3)

"Satisfactory"

A typical example of such B grade conditions below:

This is where the **light bulbs, shades and covers are in a** reasonably good condition (or as good as we expect it to be given the cleaning and maintenance cycles), the light appears to be working (see the note at the end of this section) and the general area around the light is clean. It will have typically no more dirt and dust than you would expect and we may find a few cobwebs. There should be evidence that it has at least been attended to recently.

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Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

The **light shade** is in poor condition and there is evidence of old cobwebs and very dirty casings and surface.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

The casing and shade is in very poor condition throughout the building/block and the shade shave apparently not been cleaned for some time. There may be broken covers, evidence of dead flies inside and more cobwebs than would be deemed acceptable.

Note

This is a very difficult element to score as often when inspections take place the lights are not on (during daylight hours).

For the purposes of this exercise whilst we are judging the cleanliness of estate services a communal light that even if is clean but it is OBVIOUSLY NOT WORKING it must merit a FAIL and therefore a score of C or D in the element.

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Element 12

The sweeping and washing of stairs and landings, the washing down of tiles and painted walls and the cleaning of handrails and ledges.

Grade A (Scores 4).

“Very good”

A typical example of such A grade conditions below:

There should be no dirt, dust, detritus or litter on the stairs and landings. Generally the handrails, bannisters etc should be in good condition and there should be evidence that they are swept and mopped regularly and are clean to the touch.

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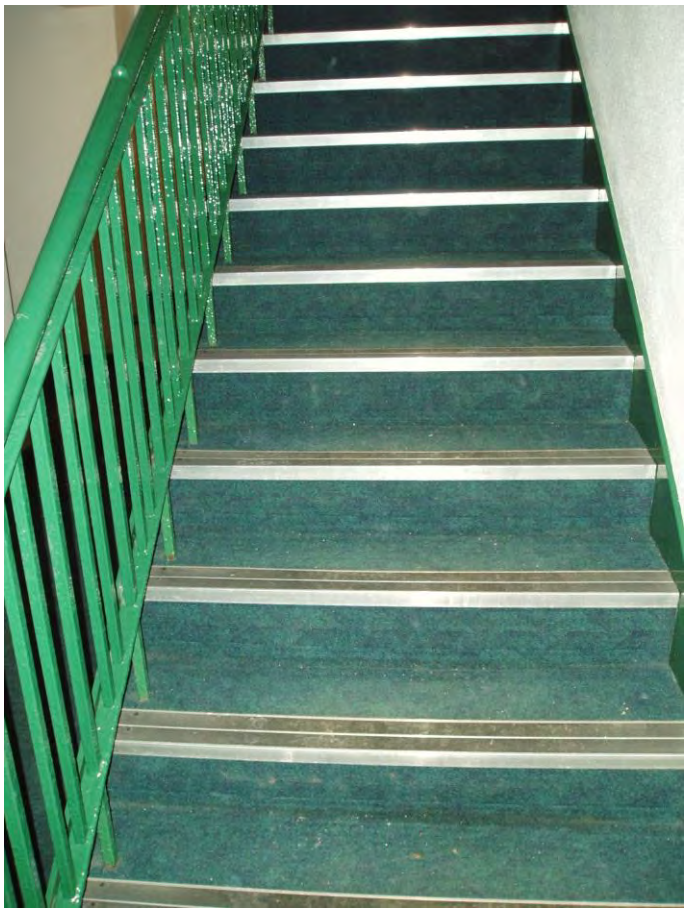
Grade B (Scores

3) "Satisfactory"

A typical example of such B grade conditions below:

The stairs and landings etc may not be in a condition that warrants an "A" score, but there is no dirt, dust, detritus or litter evident. The stairs should be generally clean to the touch and as clean as the cleaning cycle permits.



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Grade C (Scores 2) "Poor"

A typical example of such C grade conditions below:

There may be evidence of dust or detritus along the edges of the stairs and in the corners landings etc. There will be little evidence of recent sweeping or mopping.

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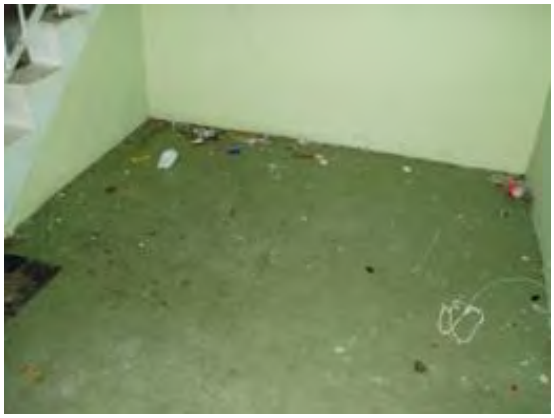
Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:



The staircases and landings are generally very dirty in the corners and on steps. There will be evidence of alcohol bottles, excessive litter, advertising flyers and there may be evidence of drug use or other ASB activities.

Scoring note:-

It is when judging the cleanliness of the staircases, entrance halls and lobbies that we should be most aware of the age of the building and its internal furnishings etc.

A staircase that has been in constant use for 60/70 years may look old and worn out but is actually perfectly clean. There may be evidence of "staining" or water "shadows" but which no amount of scrubbing or mopping will remove and for which a lower score should not be awarded.

Again the "finger test" is perhaps the best way of deciding if a staircase, step facing or tread, bannister or floor is dirty and in need of attention.

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Element 13

Entrance halls and lobbies.

Note

These are very important areas of the blocks as the entrance halls and lobbies of are what many residents and visitors see every time they enter and leave their buildings. It is often these areas that give an overall impression of the cleanliness of the blocks and contribute to "satisfaction scores".

Grade A (Scores 4)

"Very good"

A typical example of such A grade conditions below:

There should be no evidence of dirt, dust or detritus in the corners and there should be no dirt or chewing gum stuck on the floor. The floors should appear to be swept and mopped regularly and linoleum surfaces should look clean and "gleaming".

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Grade B (Scores

3) "Satisfactory"

A typical example of such B grade conditions below:

There may be small bits of dirt present but at a level which is deemed acceptable. Investigation of the cleaning cycle will help determine what is acceptable in the course of time and what is not.

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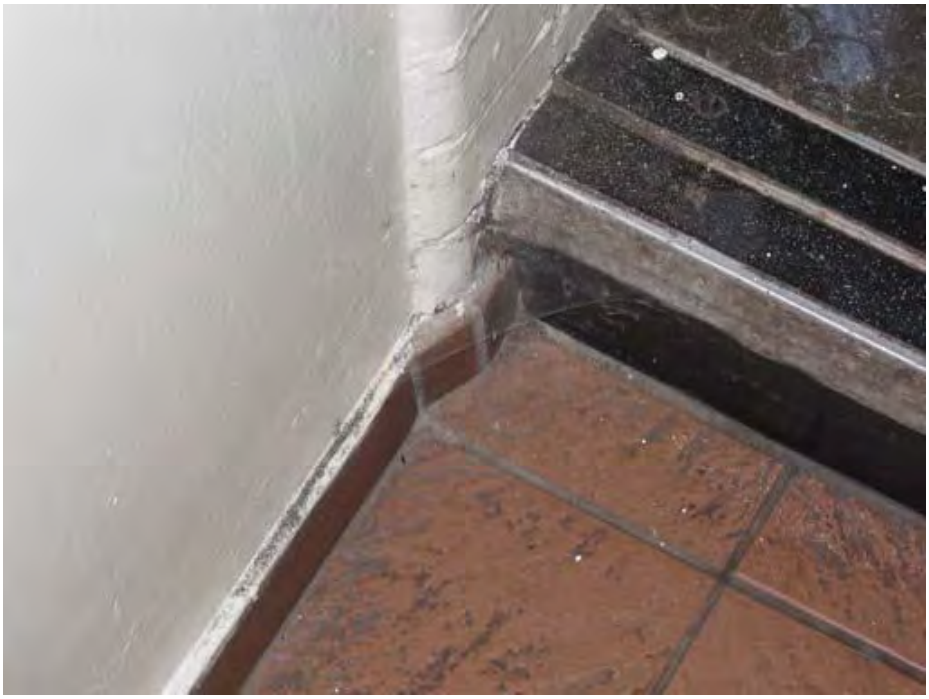
Grade C (Scores 2) "Poor"

A typical example of such C grade conditions below:



There will be evidence of small amounts of dirt, detritus, litter and maybe cobwebs in the corners and dust along the top of the skirting board. There will be little evidence that the floors have been swept and mopped recently and certainly not on a daily basis.

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Grade D (Scores 2)

“Very Poor”

A typical example of such D grade conditions below:

There will be no evidence that the floors have been swept and mopped at all. There will be evidence of dirt, dust, detritus and litter, small pieces of glass and other items which have accumulated or been swept or mopped into the corner.

Generally the entrance halls and lobbies are in a condition that would be deemed a service failure and lead to a “D” score.

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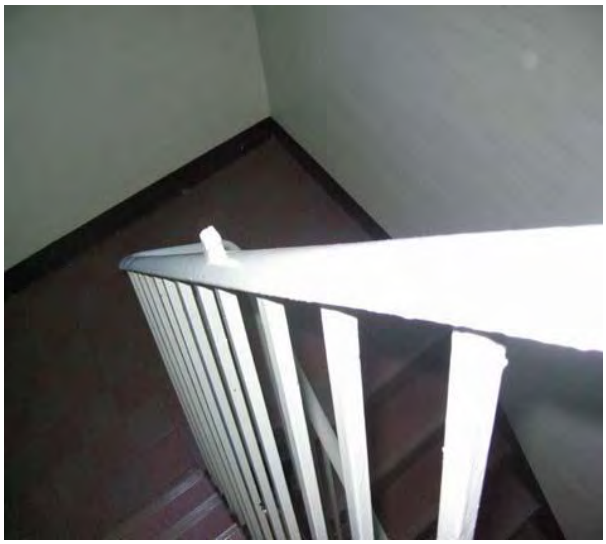
Element 14

Clean handrails, skirting boards, ledges and banister rails

Grade A (Scores 4) "Very good"

A typical example of such A grade conditions below:



All surface areas of handrails, bannisters, skirting boards and ledges should be very clean and dust free. There should be evidence that they have been recently wiped and dusted and that this is done regularly.

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Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:

The handrails, bannisters, skirting boards and ledges are a little dusty maybe with small bits of dirt present. They are as clean as the cleaning cycle will permit.

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Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

The handrails, bannisters, skirting boards and ledges have dirty lower sections and there will be too much evidence of old cobwebs, dust and litter.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

The hand rail and bannisters are too dirty to be used. There is no evidence that any surfaces of the handrails, bannisters, skirting boards and ledges have been wiped, dusted or cleaned. Generally the condition of the handrails, bannisters, skirting boards and ledges are such that would be deemed a service failure and would attract a "D2" score.

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Element 15 a Lifts – floors

Condition of lift floors and where necessary lower parts of walls

Grade A (Scores 4)

"Very good"

Note

Enquiries should be made as to the cleaning cycle for lifts before scoring this and the next element (15a and 15b).

A typical example of such A grade conditions below:

The floors of the lifts/s have no dirt in the corners and there is no dirt stuck on the floor. The floor appears to have been cleaned, swept and mopped on a daily basis. There should be a 'fresh' smell to the lift which may evidence that some disinfectant has been used.

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Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:

There may be some small bits of dirt present. The corners are however generally clear and the floor appears to have been cleaned as least every other day.

Grade C (Scores 2)

“Poor”

A typical example of such C grade conditions below:

The lower walls, floors and corners are generally dirtier than you would expect.

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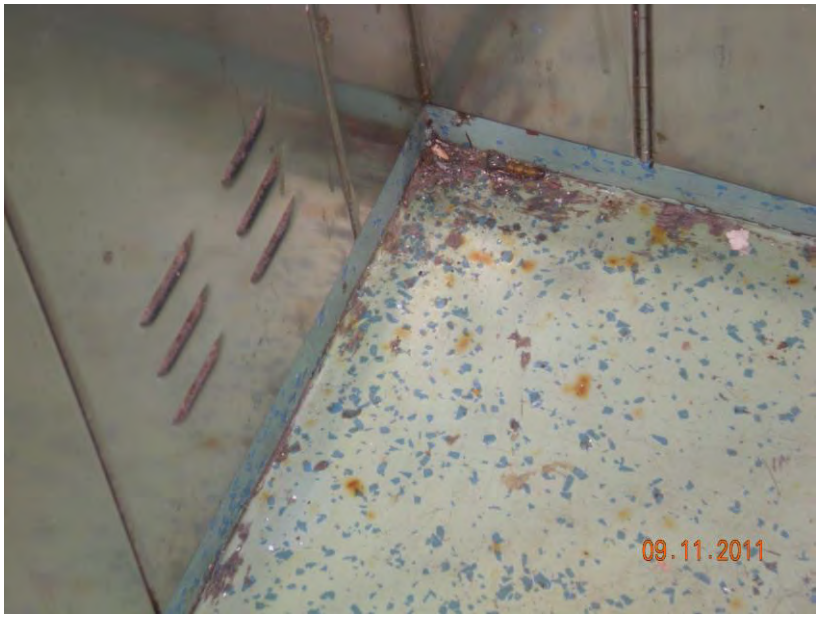
Grade D (Scores 1)

“Very Poor”

A typical example of such D grade conditions below:

There is little evidence that the lift floors and sides are cleaned on a regular basis, if at all. There is evidence of dirt, dust and pieces of broken glass which appear to have been mopped or swept into the corner.

There may also be unpleasant smells and generally the lifts floors are in a condition that would be deemed a service failure and attract a “D” score.



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Element 15 b Lifts – doors, panels and frames

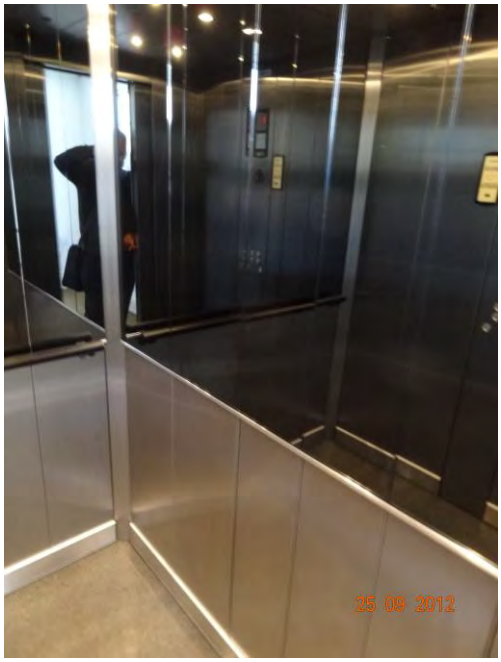
Cleanliness of internal lift doors, external lift door panels, frames and door gullies <u>on all floors</u>.

See note for previous element.

Grade A (Scores 4) "Very good"

A typical example of such **A** grade conditions below:

The lift has a clean door, with no mud or dust marks in evidence. The lower area has no foot prints and the door is clean to the touch. There should be no evidence of dirt and detritus in the lift door gullies and the frame of the lift should be clean and dust free.



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Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:

The lift door, panels and sides are generally clean but have some marks that it is apparent have been there some time. Overall the door, panels and frame, while not at the highest standard, are acceptably clean.

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Grade C (Scores 2)

“Poor”

A typical example of such C grade conditions below:

The door, panels and frame are not clean and have dirt which comes off on your hands. This may only be **on one lift door**, while the other doors are comparatively clean to the touch but overall they do not warrant an “A” or “B” score.

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Grade D (Scores 1)

“Very Poor”

A typical example of such D grade conditions below:

This grade will be scored when a condition outlined in “C” above occurs when doors, panels and frame **on several floors** are as in the example above.

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Element 16

Cleanliness of walls in communal areas (staircases, lobbies and entrance halls).

Grade A (Scores 4)

"Very good"

A typical example of such **A** grade conditions below:

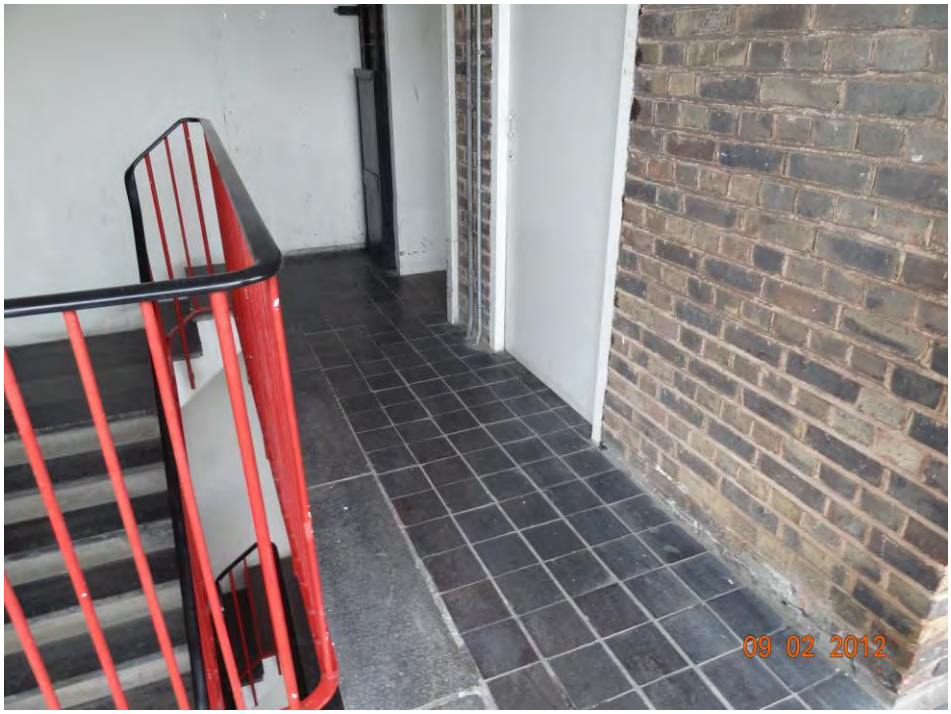
The walls in all communal areas are very clean and have no scuffmarks or other dirt on them.

Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:

The walls in the block’s communal areas are generally clean but have a few isolated dirty marks or scuff marks on them.



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Grade C (Scores 2)

“Poor”

A typical example of such C grade conditions below:

The walls in communal areas have more than the acceptable level of dirt and scuffmarks on them. Examples of such marks could be pram tyre marks, dirty stains or evidence of food etc.

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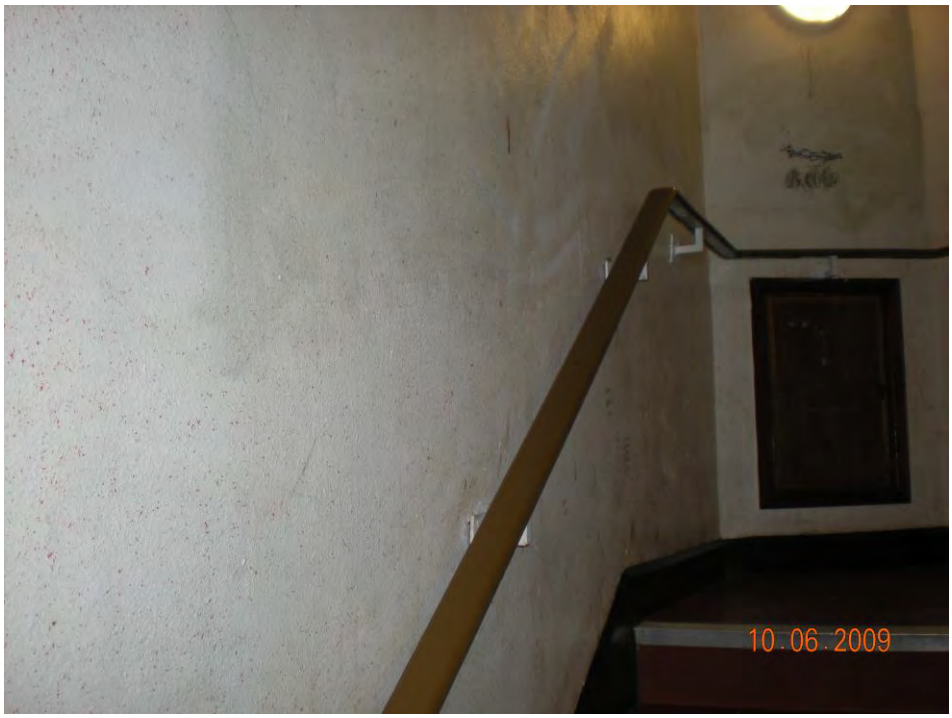
Grade D (Scores 1)

“Very Poor”

A typical example of such **D** grade conditions below:

The communal walls are generally very dirty throughout the whole building and there is no evidence that any marks or dirt have been attended to recently. The cleanliness of the walls is generally of a standard that would constitute a service failure and would warrant a “D” score.



Element 17

Cleanliness and tidiness of bin chambers (paladin and other bin stores)

Grade A (Scores 4)

Very good"

A typical example of such **A** grade conditions below:

This standard would require a very good clean bin chamber. There should be no rubbish, litter, leaves and it should have been swept out that day. There should be an evident smell which indicates the use of disinfectant and vermin prevention.

Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:

There may be a few leaves and small amounts of litter (maybe caused by overspill from the paladin bins). There should be no unpleasant odors which would indicate that the bin store have not been swept or washed out for a period of time. Again there should be an indication that it is swept out daily.

Grade C (Scores 2)

“Poor”

A typical example of such C grade conditions below:

There is some evidence of general litter, leaves, food waste or other rubbish on the bin chamber floor, under the bin and around the chamber. There should be no evidence that the bin store/chamber has been swept on a daily basis and there may be unpleasant odors apparent.

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Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

There is a more than acceptable amount of general litter, leaves, food waste or other rubbish on the bin chamber floor, under the bin and around the chamber. There may also be burst black plastic rubbish sack on bin chamber floor and fly pupae on the chamber floor, dirty walls and other evidence of vermin. There will also be unpleasant odors that can also be detected when opening chute hopper heads on floors within the block.

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Element 18

Communal bin storage areas and drying areas (outside blocks).

Grade A (Scores 4)

“Well maintained”

A typical example of such A grade conditions below

Communal bin areas and drying areas are well maintained, litter free and clear of weeds and moss. The drying equipment should be well maintained and in use.

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Grade B (Scores 3).

“Good condition”

A typical example of such B grade conditions below

Communal bin areas and drying areas are well maintained, but there is minor evidence of litter, leaves and some areas have some moss growth.

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Grade C (Scores 2).

“In need of attention”

A typical example of such **C** grade conditions below

The communal bin storage area or drying area is in need of attention and appear not to have been swept and cleaned out for some time. There is evidence of litter, leaves and general rubbish some of which could constitute a health hazard (eg, food waste). The condition of the area may indicate that the area requires more frequent attention from caretaking staff**.**

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Grade D (Scores 1).

"Very poor"

A typical example of such D grade conditions below

The condition of the communal bin storage area and drying area is not acceptable. There is evidence of excessive amounts of litter, leaves and general rubbish, some of which could constitute a health hazard (eg food waste).There are large areas of moss growth which do not appear to have been attended to for some time and are a slipping hazard.

Some of the drying equipment may have been vandalised or just not in working order.

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Element 19

Check security of intakes cupboards and rooms, and the removal of all unauthorised items

Grade A (Scores 4)

"Very good"

A typical example of such **A** grade conditions below:

All intake cupboards are clean and tidy, allowing easy access to switch cabinets and panels. There is no evidence of blockages or obstructions to the doors.

Grade B (Scores 3)

"Satisfactory"

A typical example of such **B** grade conditions below:

The intakes rooms are clean but with some objects on the floor, which are not obstructing access to meters etc.

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Grade C (Scores 2)

"Poor"

A typical example of such **C** grade conditions below:

The intake cupboards are dusty and there is evidence of litter on the floor, providing good bedding material for rats. There may also be items stored in the room which prevent access to meters and other equipment.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

The intake cupboards are full of toys and building materials or full of rubbish and litter obstructing switches or meters etc. The condition would constitute a fire hazard and encourage vermin.

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Element 20

Removal of bulk refuse and fly tipping from all internal and external areas.

Grade A (Scores 4)

“Very good”

A typical example of such **A** grade conditions below:

The areas inside blocks and around the estate are completely clear of lumber and there is no evidence at all of fly tipping or bulk refuse.

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Grade B (Scores 3)

“Satisfactory”

A typical example of such B grade conditions below:

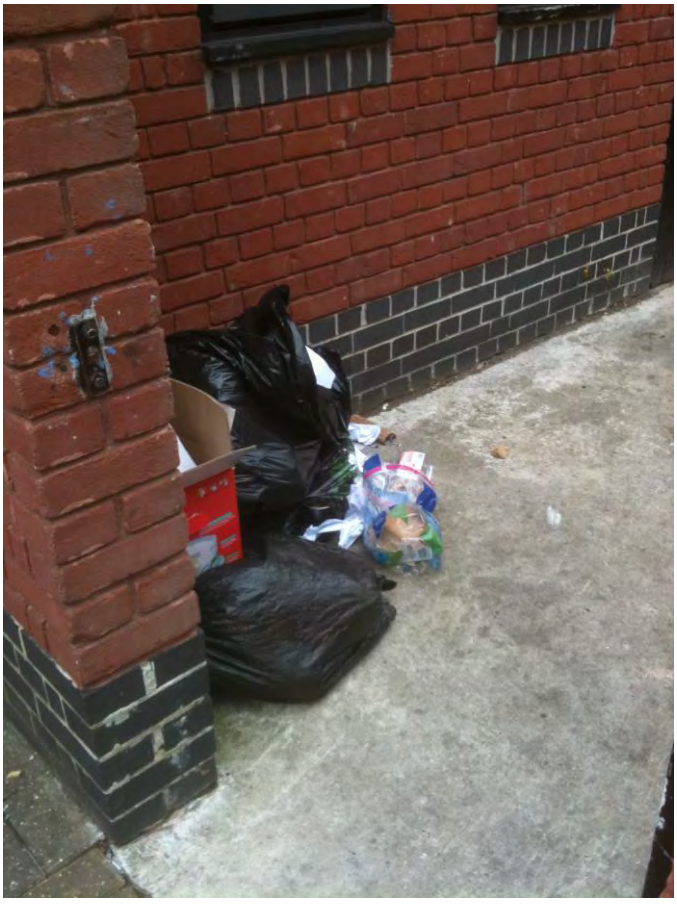
A single item on a single landing or communal area has been noted which is not obstructing the way or causing a hazard. Generally the internal and external areas are free of fly tipping and bulk refuse items.

Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

The internal areas within blocks and external areas around the estate have more than a solitary item of fly tipping or bulk refuse. There may be black bags or packaging in communal areas, items of furniture in the landing corner, shopping trolley in the corridor or rubbish deposited in chute area. Generally there are more items than would be acceptable.



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Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below:

There are multiple items of fly tipping or bulk refuse in internal areas of blocks or the surrounding areas around estates. There may also be unsecured white goods on a communal landing or items of furniture just left in a communal area.

Lumber may have been moved to a single location but is left unsecured and could cause injury or potential fire hazard.

Note
You should always check if an item of bulk refuse has been reported and is awaiting collection. If it has been reported it may warrant a higher score than if it has not been noted and reported.

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Element 21

Estate Signage & Notice Boards.

Note.

There are three sub elements to this section. They are :-

- ***Estate maps and guides. These are maps which are used on larger estates or groups of blocks to tell visitors and residents where each block and other estate facilities (such as car parking and/or play areas) are located.***
- ***Block Signage. These are the actual signs on the outside of blocks which indicate the block's name or the numbers of the flats within it and the name of the managing organisation.***
- ***Internal notice boards (usually but not exclusively located in the entrance lobby of a block). These are notice boards which contain information for residents, such as name of housing staff and cleaning cycles and what to do in the event of fire.***

The scores given for this element should take into account each of these 3 sub elements.

In order to score 4 (a Grade A) a property/estate should have all three and they should meet the A standard for each sub element. However, if a block is isolated and not part of an estate or group of blocks, it will not be necessary for there to be an estate map. In this case the block should score Grade A for the other two elements in order to score a Grade A overall.

If a block/estate scores a Grade B for any of the 3 (or 2) sub elements it will not score an overall A.

The person judging should use their own judgment as to whether the block/estate element scores an A, B, C or D, depending on the scoring in the individual sub elements.

Sub elements - Estate Maps & Guides, Block Signage and Block Notice Boards - Quality D.

If there is no evidence of Estate Plans or notice boards, block signage or block notice boards then the organisation will be deemed to score a "D" standard in the appropriate sub element and this will contribute to their overall score for this element.

If anyone has any difficulty in scoring this element please either contact a member of staff of either the host or visiting organisation or the author of this Photo Book.

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Sub Element - Estate Maps & Guides

Grade A (scores 4)

A typical example of such **A** grade conditions for this sub element below:

Estate map should be in good condition, be vandalism and graffiti free and contain at least 4 of the following elements in order to attract an "A" score:-

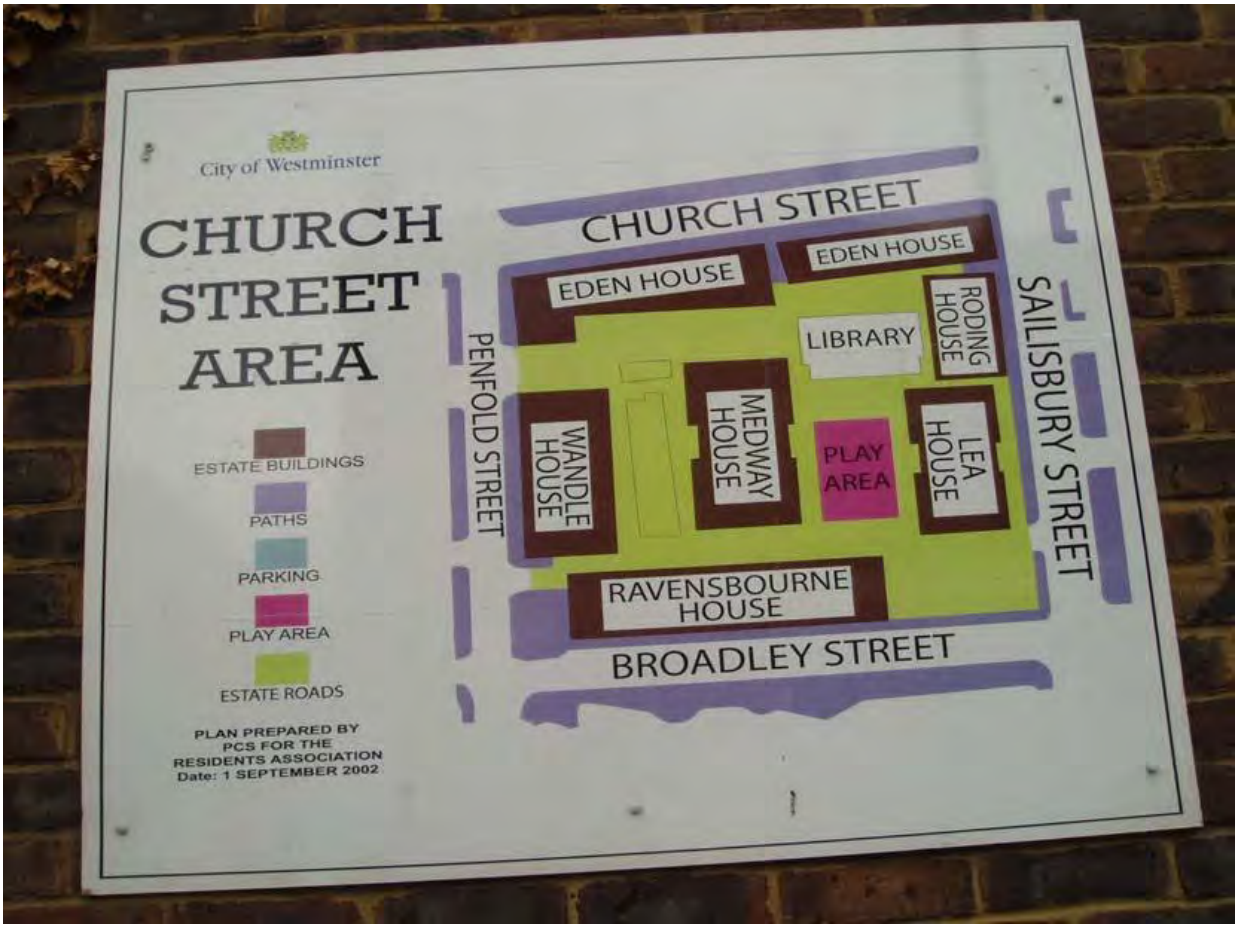
a) The location of individual blocks on the estate
b) A ***'you are here'*** indicator (an arrow etc)
c) Details of the estate or housing office (if there is one)
d) An indication of the location of parking, grassed and play areas
e) The location of a tenants' hall or similar facility (if there is one)

If the estate has no housing office and no tenants' hall, the maximum score can be awarded if all other elements are included.

Grade B (scores 3)

Sub Element - Estate Maps & Guides

A typical example of such B grade conditions for this sub element below:



Estate map should be in good condition, be vandalism and graffiti free and contain at least 3 of the following elements in order to attract an "B" score ;-

a) The location of individual blocks on the estate
b) A ***'you are here'*** indicator (an arrow etc)
c) Details of the estate or housing office (if there is one)
d) An indication of the location of parking, grassed and play areas
e) The location of a tenants' hall or similar facility (if there is one)

If the estate has no housing office and no tenants' hall, a score of "B" can be awarded if 3 elements are included.

Quality C (Scores 2)

Sub Element Estate Maps & Guides

A typical example of such **C** grade conditions for this sub element below:

In this category Estate maps should be in reasonable condition, have a little insignificant graffiti (that doesn't obscure the information) and **contain at least 2 of these elements-**

a) The location of individual blocks on the estate
b) A ***'you are here'*** indicator (an arrow etc)
c) Details of the estate or housing office (if there is one)
d) An indication of the location of parking, grassed and play areas
e) The location of a tenants' hall or similar facility (if there is one)

If the estate has housing office and no tenants' hall, a score of "C" can be awarded if 2 elements are included.

If an estate sign shows sign of graffiti as in the example below it should score a C or D, depending on the amount of graffiti.

Sub Element - Block Signage

Grade A (scores 4)

A typical example of such **A** grade conditions for this sub element below:

Block name signs should be clear, easily visible, graffiti and vandalism free and if appropriate should have the organisations name/logo visible from the pavement.

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Sub Element - Block Signage

Grade B (scores 3)

A typical example of such **B** grade conditions for this sub element below:

Block name signs should be clear, easily visible, graffiti and vandalism free and if appropriate should have the organisations name/logo visible. Signs in this grade would however not be in such good condition so as to warrant and “A” score.

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Sub Element - Block Signage

Grade C (scores “)

A typical example of such **C** grade conditions for this sub element below:

Block name signs should be clear, but may have a little visible graffiti but should be mainly vandalism free. In this category they may also not have the organisations name/log visible.

Sub Element - Block Notice Boards

Grade A (scores 4)

A typical example of such **A** grade conditions for this sub element below:

The notice board will be found normally, but not exclusively, inside block entrances.

It should be in good condition and contain relevant and up to date in formation.

In order to attract an A Grade it should include at least 4 of the following items:-

a) Details of housing office staff with photos and contact details (phones & e-mail).
b) Estate Services schedules, giving dates when cleaning and/or grounds maintenance will be undertaken.
c) Tenant or resident association details (officers and events etc).
d) Repairs reporting details (phone numbers & e-mail address if appropriate).
e) Out of hours contacts details (repairs, ASB, fly tipping etc).
f) Action to be taken in the event of fire.

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Sub Element - Block Notice Boards

Grade B (scores 3)

A typical example of such **B** grade conditions for this sub element below:

The notice board will be found normally, but not exclusively, inside block entrance. It should be in good condition and contain relevant and up to date in formation.

In order to attract an B Grade it should include at least 3 of the following items:-

a) Details of housing office staff with photos and contact details (phones & e-mail)
b) Estate services schedules giving dates when cleaning and/or grounds maintenance will be undertaken
c) Tenant or resident association details (officers and events etc)
d) Repairs reporting details (phone numbers & e-mail address if appropriate)
e) Out of hours contacts details (repairs, ASB, fly tipping etc)
f) Action to be taken in the event of fire

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Sub Element - Block Notice Boards

Grade C (scores 2)

A typical example of such **C** grade conditions for this sub element below:

The notice board will be found normally, but not exclusively, inside block entrance. It should be in good condition and contain relevant and up to date in formation.

In order to attract an C Grade it should include at least 2 of the following items:-

a) Details of housing office staff with photos and contact details (phones & e-mail)
b) Estate services schedules giving dates when cleaning and/or grounds maintenance will be undertaken
c) Tenant or resident association details (officers and events etc)
d) Repairs reporting details (phone numbers & e-mail address if appropriate)
e) Out of hours contacts details (repairs, ASB, fly tipping etc)
f) Action to be taken in the event of fire

If there is no evidence of block signage or if it is of a lower standard than Quality C then the organisation will be deemed to score a “D” standard in this category.

Element 23

Recycling Facilities – the provision of facilities for recycling paper, glass etc.

Grade A (Scores 4).

"Very good"

A typical example of such A grade conditions below:

There are designated bins which are separately located from normal refuse bins. There are clear details of what should be placed in which bins. The recycling area and bins are secure and there is no evidence of fly tipping or vandalism.

Grade B (scores 3)

A typical example of such **B** grade conditions for this element below:

There are designated bins, but they are not separately located from normal refuse bins and may not be as secure as those that would be awarded an “A” grade. There are clear details of what should be placed in which bins. In the area around the recycling bins there may be evidence of minor fly tipping, graffiti or vandalism.

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Grade C (Scores 2)

"Poor"

A typical example of such C grade conditions below:

There are bins provided specifically for recycling and there is no clear indication of what materials are placed in which bin. However, they are not in a designated area, separate from other general refuse bins.

Grade D (scores 1)

Scoring Note.

For element 24 (recycling facilities) if there is no evidence of any provision of specific bins for recycling paper, glass etc then a D grade and a score of 1 will be given.

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THE ASSESSMENT OF GROUNDS MAINTENANCE.

GUIDANCE NOTE.

When judging the quality of grass cutting & other grounds maintenance work, the score shall be attributable to the areas surrounding the block being inspected. The score shall also reflect the area between blocks, large grassed areas and the estate/area generally.

Individual block scores are only likely to change when considering elements such as weed control, shrubs and hedges which may vary between blocks on the same estate/area.

Questions should be asked about what regime the organisation has for the cutting of grass. Is it a particular number of cuts per year or is it to the length of the grass? If possible information should be provided as to when a particular area of grass was cut as this could affect the score given to it.

Some organisations may also have a cut and leave policy. This means that the grass is cut but cut grass is not collected. Again the host organisation should say what their specification or service standards are and any organisation which has an advertised and accepted cut and leave strategy or service standard should not be penalised for it, even where it may be considered to look unsightly.

Question should also be asked as to how often weed control is carried out and by whom (caretakers, GM staff or GM contractor etc). If there is evidence of unacceptable levels of weeds this must attract a lower score regardless of the frequency of control measures, and should be seen as an area that requires improvement.

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Element 23

Grounds Maintenance – the cutting and maintenance of all grassed areas

Grade A (Scores 4).

"Very good"

A typical example of such A grade conditions below:

The grassed areas look as though they have been recently cut and are well maintained, with **little evidence of weeds and good quality grass.** The edges of the grassed areas should be cut back to their original line and not spreading over pathways and flower and shrub beds.

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Grade B (Scores 3)

"Good"

A typical example of such B grade conditions below:

The grassed areas are in need of some minor attention but are likely to be restored with routine maintenance or maybe more frequent cutting. The grass is reasonably well maintained and has little evidence of weeds. There should be evidence that an attempt has been made to cut the grassed areas back to their original line and they are not spreading over pathways and flower and shrub beds.

The example on the right below indicates where the grass has been cut but grass cuttings have not been collected and taken away. Care should be taken when assessing the quality of grass cutting when grass cuttings have been left on the ground.

The quality of grass under the grass cuttings will determine if this element is worth an A, B, C or D score. (See scoring note at the beginning of the Grounds Maintenance section.

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Grade C (Scores 2)

"Poor"
A typical example of such C grade conditions below:

Grassed areas are overgrown, do not appear to have been cut as per the programme or to meet the service standards. The grass is generally in poor condition and needs to be cut back or trimmed. There may also be transgression of grass away from its original line, onto footpaths and into flower and shrub beds.

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Grade D (Scores 1)

“Very poor”

The grassed areas appear to have not been attended to for some time e.g. growth of grass onto footpaths, and length of grass. The grassed areas are also of an unacceptable quality and although ‘green’ consist mainly of weeds.

Element 24

Grounds Maintenance – weed clearance

Guidance note.

When judging weed control the person carrying out inspections should enquire as to what the weed control cycle is for the host organisation. Most organisation have weed control carried out 2 or 3 times a year but best practice dictates that attention should be paid to control weeds between the carrying out of programmed annual work to ensure no build up of weeds happens during the growing season or throughout the summer.

Grade A (Scores 4)

"All Clear of weeds"

A typical example of such A grade conditions below

The area is completely free of weeds. Evidence suggests that any weeds that have existed have been killed and all dead weeds removed.

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Grade B (Scores 3)

“Generally Clear of weeds”

A typical example of such B grade conditions below

The area is generally free of weeds. Any weeds that are evident will be dealt with by seasonal maintenance or a little attention from contractor, GM staff or caretakers.

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Grade C (Scores 2)

“Evidence of weeds”

A typical example of such C grade conditions below

As well as weeds that are still alive there is evidence of weeds that appear to have been sprayed but have not been removed or not sprayed for a long period. Weeds in this category will appear to have been there for some time and there is little evidence that annual or routine maintenance has taken place.

There may also be evidence of moss that appears to have been there for some while and has not been attended to.

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Grade D (Scores 1)

“Evidence of weeds”

A typical example of such D grade conditions below

There is evidence of large amounts of well established, as well as new weeds that appear to have never been attended to. There will be no evidence that any annual or routine maintenance has taken place or that any other weed control has been carried out. There may also be evidence of weeds that have been sprayed a long time ago and have not been removed.

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Element 25

Grounds Maintenance – shrub bed and hedge maintenance

Grade A (Scores 4)

“Very Good”

A typical example of such A grade conditions below

Shrub beds and hedges are well maintained, they have been attended to by annual maintenance, have been cut back and are attractive to the eye. There should be no shrubs or hedges that have overgrown footpaths, grassed areas and parking or seating areas.

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Grade B (Scores 3)

“Good”

A typical example of such B grade conditions below

Shrub beds and hedges are generally well maintained, but there is evidence of both new and established growth that requires routine attention. Shrubs or hedges should not yet be overgrowing footpaths, grassed areas and parking or seating areas.

Grade C (Scores 2)

“In need of attention”

A typical example of such C grade conditions below

Shrubs or hedges are generally in need of some immediate attention. They are overdeveloped and look like annual maintenance has not been adequate and attention should be paid to them as soon as possible. Shrubs or hedges may have started to overgrow footpaths, grassed areas and parking or seating areas but are not making them impassable or constituting a hazard to residents.

Grade D (Scores 1)

“Very Poor”

A typical example of such D grade conditions below

There is evidence that in a number of areas shrub beds or hedges are overgrowing footpaths, grassed areas and parking or seating areas. Shrubs and hedges look to have not been attended to for a long period of time and have the potential to be a hazard or risk to residents. Shrubs and hedges in this condition would be considered a service failure and would require immediate attention.

Element 26.

Tree Management.

Grade A (Scores 4)

“Very Good”

A typical example of such **A** grade conditions below

These trees will have an upright structure with no lean, no structural weaknesses and shall have a crown that is of a healthy green colour. There should be no deadwood or diseased limbs. These trees should not be blocking light from resident’s windows or causing a hazard to pavements, walkways, car parking areas or other communal areas.

Grade B (Scores 3)

“Good”

A typical example of such B grade conditions below

These trees will have an upright structure or minimal lean, may possess minor structural weaknesses and generally have a crown that is of a healthy green colour. There should be no major deadwood or diseased limbs. These trees should not be blocking light from resident’s windows or causing a hazard to pavements, walkways, car parking areas or other communal areas.

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Grade C (Scores 2)

“In need of attention”

A typical example of such C grade conditions below

Trees that attract a “C” grade will be medium leaning, show signs of some structural weaknesses and/or have some deadwood within the crown. They may also, without some attention, in future potentially block light from resident’s windows and also overhang or cause a hazard to pavements, walkways, car parking areas or other communal areas unless attention is paid to them.

Grade D (Scores 1)

"Very Poor"

A typical example of such D grade conditions below

These will be trees that are heavily leaning, have major structural weaknesses and/or have major deadwood within the crown or show signs of disease (yellowing of the foliage). They may also be seriously blocking light from resident's windows and overhanging or causing a potential hazard to pavements, walkways, car parking areas or other communal areas.

Further information

For further information visit our website
www.housemark.co.uk or call 024 7646 0500.

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About HouseMark

HouseMark is the leading provider of performance improvement and value for money solutions to the social housing sector and is jointly owned by the Chartered Institute of Housing and the National Housing Federation; two not-for-profit organisations which reinvest their surpluses in the social housing sector.

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