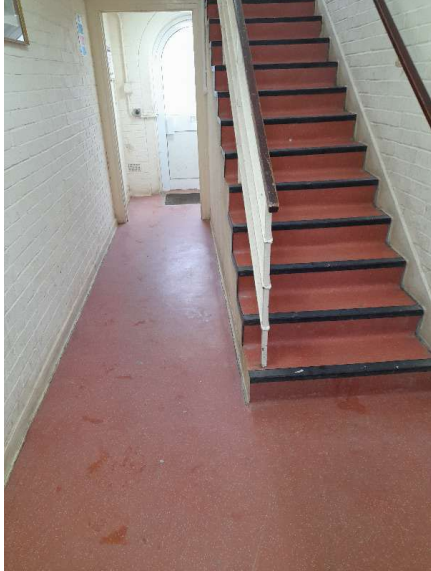


Harrow Council Homes - Estate Standard

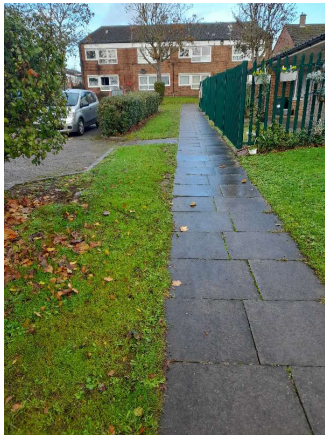
Cleaning inside communal areas



Standard

- Check it is clean, dust free and check communal lighting and door entry, no graffiti, no bulk rubbish, litter free - weekly
- Mopping communal landing and staircases: monthly October - March and once in the summer (except porous concrete surfaces)
- Communal areas must be left clear and free of any obstruction, and any Health and Safety obstructions will be removed with immediate effect
- Maintaining information on noticeboards, including job sheet

Cleaning external areas



Standard

- Sweep car parks, pathways, drying areas – weekly
- Empty litter bins and litter pick the external areas - weekly
- Scrape away moss after treatment - 3 times a year

Fire safety checks



Standard

Fire Risk Assessments are carried out annually on internal communal areas

Grounds maintenance of grass, shrubs



- Cut and collect grass from March – October (usually at least monthly)
- Prune shrubs and cut back bushes and hedges - November - April
- Replanting shrub beds if necessary
- Collect leaves - monthly in the autumn
- Spray weeds/ treat moss – 3 times a year
- Maintain ponds and watercourses (flow freely)
- Monthly litter pick of adjoining highways land
- Monthly mechanical sweeping of carpark and garages
- For vulnerable residents there is an Assisted Gardening Scheme: contact your Housing Officer

Trees

(communal trees on housing land and trees in individual gardens)



Standard

- Cut back any trees touching buildings or if causing structural damage or it's a health and safety hazard or if the tree is diseased.

- To report trees in housing communal areas, email: housingestateservices@harrow.gov.uk
- For trees in individual gardens, email your Housing Officer:
housing.residentservices@harrow.gov.uk
- A tree audit has been carried out to highlight a 3 year tree pruning programme with priority given to treating trees causing structural damage, on land managed by estate services. This treatment programme is well underway

Pest control



Standard

- For any vermin/ insect infestation - report vermin on housing land and communal land by email: housing.estateservices@harrow.gov.uk
- Block treatments can be organised where necessary and the vermin source investigated by Pest Control.
- For any vermin in your own home or garden, email your Housing Officer:
housing.residentservices@harrow.gov.uk
- We have instigated a regular treatment programme with Pest Control, for our worst affected estates

Parking



Standard

- Currently there are no parking permits on estate car parks except for Cowen/Northolt Road, Milton Road and Churchill Place. This is under review

- Report abandoned vehicles to your Housing Officer, who will do a DVLA check
- Vehicle cross-overs can be requested via Highways
- Report illegal parking to your Housing Officer

Decoration of communal areas - internal and external



Standard

- Clean, clear ceilings and walls maintained to a high standard
- Estate services and major works to prioritise 5-6 estates for improved decoration subject to funding

Waste management - including bulk waste removal and litter picking



Standard

- Estates are clean, tidy and free of bulk rubbish
- Emptying of waste bins fortnightly
- Recycling bins emptied fortnightly and contaminated bins could be recharged to residents
- Food waste caddies and food waste bins are being rolled out for flats
- Estates and Enforcement teams work together to target fly tippers

CCTV management

Looking at movable CCTV cameras that can be moved around to target estates with the worst anti-social behaviour

Pram sheds/ garages/ drying areas / hard surfaces



Standard

- If they don't meet the specification, pram sheds, drying areas and garages will form part of a major works programme (i.e. to be improved or demolished)

Grit snow covered pathways (winter only)



Standard

- We will prioritise all external staircases and community centres, followed by estate pathways for gritting treatment to help clear snow (not car parks due to health and safety reasons)
- We actively monitor the forecast and fill gritting and salt bins every autumn

Communal repairs (lights, lifts, floors, playgrounds etc)



Standard

- Communal electrics and lifts should be functioning and no health and safety issues
- To report an issue, search online for Harrow Council repairs and complete the form
- Playgrounds on council estates are regularly checked and litter picked

Council Community Centres



Standard

- Clean and maintain interior and exterior of all council community centres and manage hiring and safety checks

Communal window cleaning

Standard

- A quarterly communal window cleaning service (external windows only) will commence once the contractor has been appointed