



Our commitment

We are committed to keeping our neighbourhoods clean, safe and well maintained.

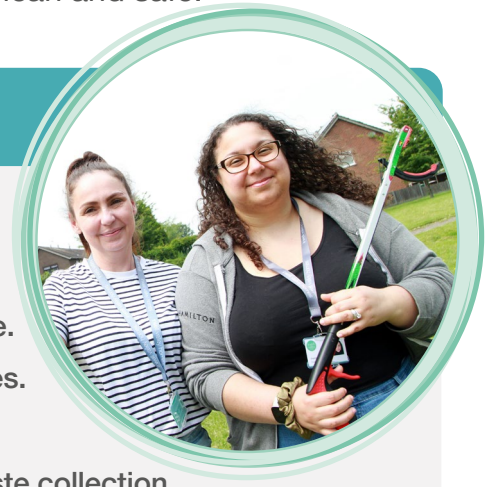
Every time you contact us about rubbish, waste or pest issues, we will be:

- 1 **Supportive.** We act quickly to deal with issues that affect your home or neighbourhood.
- 2 **Clear.** We provide straightforward information about what we will do and what we ask of you.
- 3 **Reliable.** We carry out inspections and services consistently.
- 4 **Fair.** We address issues appropriately and take action where needed.
- 5 **Community focused.** We work with you to keep shared spaces clean and safe.

Rubbish and waste management

We will:

- ✓ Provide clear information about waste collection and recycling.
- ✓ Keep communal bin stores in good condition, clean and safe to use.
- ✓ Carry out regular checks of communal areas to identify waste issues.
- ✓ Remove rubbish from communal areas where appropriate.
- ✓ Offer support by signposting to local council services for bulky waste collection.
- ✓ Take action where waste is repeatedly dumped or managed incorrectly.



What we ask you to do

To help us maintain clean and safe environments, we ask that you:

- ✓ Use the correct bins for different types of rubbish.
- ✓ Do not leave waste in communal areas or on the floor or next to bins.
- ✓ Break down larger items such as cardboard.
- ✓ Arrange bulky waste collection through your local council or take to your local recycling centre.
- ✓ Report issues directly to us quickly.



Fly tipping

Fly tipping is the illegal dumping of waste.

- ✓ **On land we manage:**
 - We will remove it within five days of it being reported to us.
 - Where the rubbish contains information which could help us identify the person responsible, it may be left longer to allow us to take appropriate action.
 - Hazardous waste will be removed within 24 hours.
- ✓ **On land managed by the local council:**
 - We will report it to the council the same day.
 - We will update you where possible.

How you can help

You can help us tackle fly tipping by reporting:

- The exact location.
- What the waste looks like.
- How long it has been there.
- Any information about who may be responsible.

We will treat all information confidentially.



Pest control

We will:

- ✓ Respond to reports of pests in communal areas.
- ✓ Arrange treatment inside homes where pests are linked to building defects.
- ✓ Carry out repairs to prevent pests from returning.
- ✓ Provide advice where pest issues are linked to how rubbish is being disposed of.

Our response times

- Urgent pest issues (e.g. rats inside the home or communal areas): within two working days.
- Non urgent pest issues (e.g. mice, wasps in private gardens): within 10 working days.



Responsibilities

We are responsible for:

- ✓ Pest issues linked to structural problems, such as:
 - Damaged drains.
 - Gaps in brickwork or vents.
- ✓ Pest in communal areas.
- ✓ Ensuring the building is appropriately maintained to prevent pests.

You are responsible for:

- ✓ Pest issues caused by household conditions, including:
 - Fleas.
 - Bed bugs.
 - Ants inside your home.
- ✓ Keeping your home clean and storing food securely.
- ✓ Reporting repairs that may allow pests to enter your home.



How to report issues

You can report rubbish, waste, fly tipping or pest issues by:

- ✓ Contacting our Customer Service Team.
- ✓ Speaking to your Housing Officer.
- ✓ Raising issues during estate inspections.

To help us respond effectively, please include:

- ✓ The exact location.
- ✓ A description of the issue.
- ✓ How long it has been there.
- ✓ Photos where possible.



How we can work together to meet this standard

To help keep our neighbourhoods clean and safe, we ask that you:

- ✓ Dispose of waste responsibly and follow local guidance.
- ✓ Report issues as soon as you notice them.
- ✓ Keep communal areas tidy.
- ✓ Allow access where inspections or works are required.
- ✓ Treat our colleagues and contractors with courtesy and respect.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We recognise that some customers may need additional support to manage waste or report issues.

We will:

- ✓ Offer additional support where circumstances make waste management more difficult.
- ✓ Work with you to overcome barriers to keeping your home and neighbourhood clean.

If we don't meet this standard

If you feel we have not met the commitments in this standard, you can:

- ✓ Contact our **Estates Manager** through our **Customer Service Team** if it relates to an issue within our neighbourhoods or a communal area.
- ✓ Contact our **Housing Manager** through the **Customer Service Team** if it relates to an issue inside your home or garden.
- ✓ Contact our **Housing Manager** through our **Customer Service Team** if it relates to pests.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).



How we check we're meeting this standard

- ✓ **We monitor** response times for fly tipping removal and pest control by our teams and contractors.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

