

**silva**

PART OF THE ABRI GROUP

# Taking pride in our neighbourhoods



Your Estate Standards

# Introduction

We take pride in our neighbourhoods. As your landlord, we're responsible for making sure that the community you live in is clean and safe, and the environment is good quality. We want to work in partnership with you to keep your neighbourhood tidy, and a place you can be proud to call home.

The information in this document sets out our quality standards for your neighbourhood. It includes easy to understand information about how we manage and maintain aspects of your community including cleaning, trees and green spaces, and waste.

## Reporting communal repairs

We need your help too. If you spot something that's not up to standard, including communal repairs, let us know.

You can report a repair through through My Silva, or call us on 01344 382 800.

## Our contractors

Our own inhouse Environmental Services Team deliver our grounds maintenance and cleaning services, including any work on small trees. We use a specialist contracted tree surgeon to look after large trees. A small number of our blocks of flats are looked after by a management company who also do the cleaning.

## Our standards system

We use a simple grading system to monitor the standards of our neighbourhoods, and we translate this into easy to understand ratings: Very happy, Happy or Unhappy.

You can expect your communal areas to meet 'Happy' standard between our visits as the area gets used or grass grows and then improved at the next visit by our estate services team.

To illustrate the standards we've included pictures throughout the guide to show what you should expect from each level. We've also included some tips and information you might find useful.

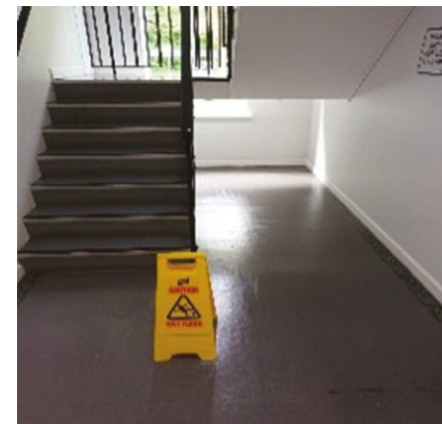


# Communal spaces

Our cleaners visit all blocks with a service charge once a month as a minimum.

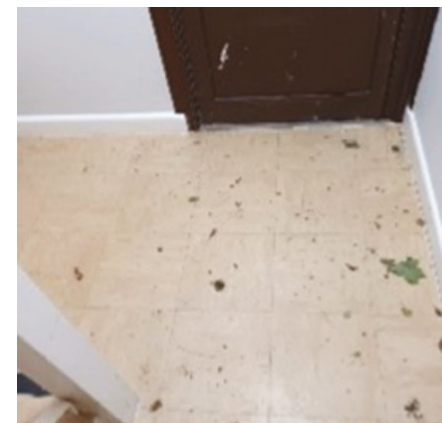
Please report any communal repairs directly to us through My Silva, or call us on 01344 382 800

## Communal areas with hard floors



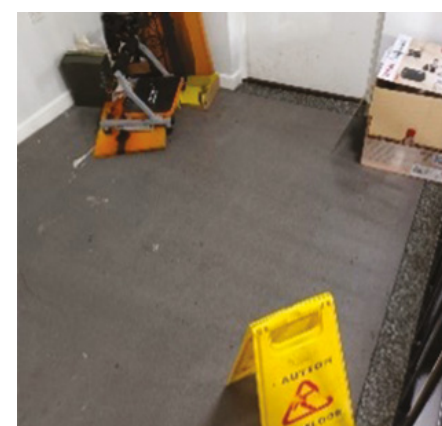
### Very happy

A clean and tidy area, clear of rubbish. There are no marks on the floor, including at the edges. All the glass is clean, banisters, handrails, ledges and windowsills are dust free and there are no cobwebs to be seen. The walls have been wiped clean and no marks remain.



### Happy

The floors have been cleaned, but some well-established marks and a small amount of debris remain, including leaves. Walls, glass, banisters, handrails and ledges have all been spot-cleaned and there are little marks remaining.



### Unhappy

The floor is dirty, stained, and often covered in rubbish. Dust and cobwebs are visible and there are a lot of marks on the walls. The area has not been cleaned to a high standard.

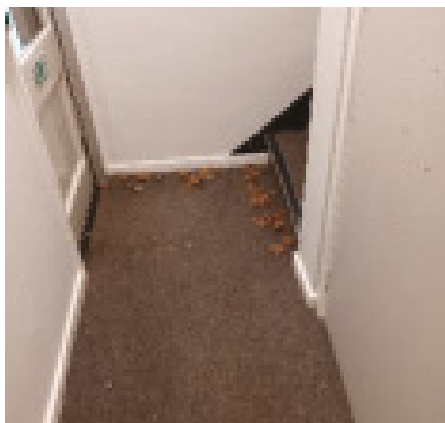


Communal areas with carpets



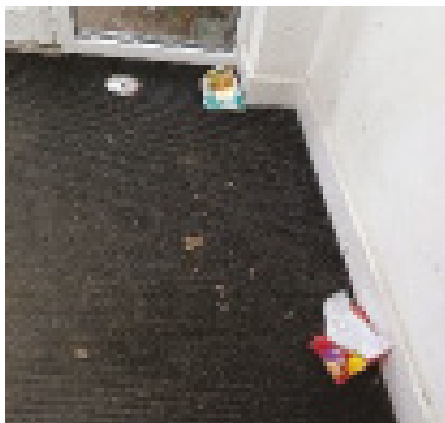
Very happy

A clean and tidy area, clear of rubbish. There are no marks on the floor, including at the edges. All the glass is clean, banisters, handrails, ledges and windowsills are dust free and there are no cobwebs to be seen. The walls have been wiped clean and no marks remain.



Happy

The floors have been cleaned, but some well-established marks and a small amount of debris remain, including leaves. Walls, glass, banisters, handrails and ledges have all been spot-cleaned and there are little marks remaining.



Unhappy

The floor is dirty, stained, and often covered in rubbish. Dust and cobwebs are visible and there are a lot of marks on the walls. The area has not been cleaned to a high standard.



Windows in communal areas



Very happy

The windows are clean and clear, with no visible marks or smears on the inside of the window.



Happy

The windows are clean and clear with a small amount of marks or smears. There might be a slight build up around the inside edges.



Unhappy

Windows are dirty and smeared, making them hard to look through.

This standard also applies to all the communal areas and facilities in our Independent Living schemes. Please contact your independent living scheme manager for more information.

# Communal areas inside our Independent Living schemes

These are the communal spaces in your scheme. They include the rooms where you get together, such as your community lounge.

We'll visit each scheme to carry out cleaning of all your communal areas and facilities to a satisfactory standard.

The frequency of our visits will depend on site specific arrangements but the minimum is once a month.

It's really important that you report any communal repairs directly to us as soon as possible.



## Help us to keep you safe

Please do not leave any items in communal areas. They are a fire hazard and prevent us cleaning that area.

## Reporting communal repairs

We need your help too. If you spot something that's not up to standard, let us know. You can report a repair through My Silva, or call us on 01344 382 800.

# General neighbourhood areas

Please keep the area where you live tidy by disposing of your rubbish correctly in the bins provided and recycling where possible.

## Bin stores and recycling facilities



### Very happy

The bin area is tidy, litter has been picked up and floors have been cleaned thoroughly where possible.



### Happy

The bin area is tidy, litter has been picked up except for a few small items, with floors swept. There is a small amount of dirt and staining.



### Unhappy

There is a build up of bulk rubbish, the bins haven't been emptied and the walls or floors are heavily stained. Little or no cleaning has taken place.



## Hard surfaces

These are any of the external hard surfaces around your neighbourhood that are owned by Silva. We aim to visit these 12 times per year.

Please report any concerns over safety in these areas to us immediately.

If your road and pavements are adopted by a local council, they are likely to provide the maintenance service.



### Very happy

No weeds, litter or rubbish present. No waste or debris.



### Happy

Small amounts of weeds, waste or debris.



### Unhappy

Widespread weeds, or heavy waste or debris. Widespread or significant amounts of litter.

## Grass in residential areas

We maintain grassed areas. The main maintenance period is during March/April to October/November with minor works being completed during the winter, however we respond to need throughout the year. We're always looking for cost effective ways to maintain these areas whilst continuing to provide a high standard.



### Very happy

The grass is cut short with minimal grass cuttings left on the surface. Area is a high standard with no rubbish.



### Happy

The grass is above ankle height, and there is some rubbish on the ground.



### Unhappy

The grass longer than 150mm, and there is a lot of rubbish on the ground.

Q. How many times is my grass cut?

A. We aim to complete 6-10 visits a year if required, however the weather conditions can influence how many cuts are needed so it may be more or less.

Q. Is there a different standard for Independent Living schemes?

A. The only difference is that the cuttings get collected.

## Missed the cut?

If we've missed a cut, it may be because of one of the following reasons:

- There was dog mess or broken glass on the grass, posing a health and safety risk.
- We've had a lot of rain. Using heavy machines on wet grass can leave tyre tracks and damage the grass.
- It's been super sunny with no rain so the grass hasn't grown.



Shrub beds

We'll maintain our shrub beds at least once a year to keep them clear of windows, footpaths and fire doors, and to make sure there is a clear line of sight when entering and leaving the area in a vehicle.

We'll prune and shape the shrubs, depending on type, at the right time of year for the shrub in question in line with good horticulture practice.

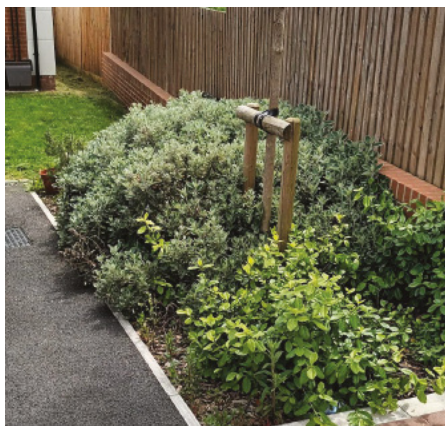
During the winter months, we'll tend to shrub beds and carry out one hard pruning visit.

The shrub bed must be kept clear of litter and weeds. We might use a weed spray or hand weed the beds, and we'll apply residual weed killer and in some cases bark mulch to help with weed control and with water retention in the soil. The bark will also degrade and feed the shrubs as it does so.



Very happy

There are no weeds in the beds, no rubbish and the shrubs pruned. The surrounding area is tidy.



Happy

There are a few weeds and a little bit of rubbish. The shrub has grown but is not obstructing the footpath.



Unhappy

There are weeds growing, and a lot of rubbish present. The shrubs are overgrown, obstructing the footpath, windows and/or entrance doors.

Hedges

Hedge cutting will take place once a year between September and March which will include the raking of debris from the base. This is because we legally need to avoid periods when birds are nesting in the summer months. If the hedge is overgrown outside of this time, it will be cut if it is a health and safety risk or is causing a significant obstruction.



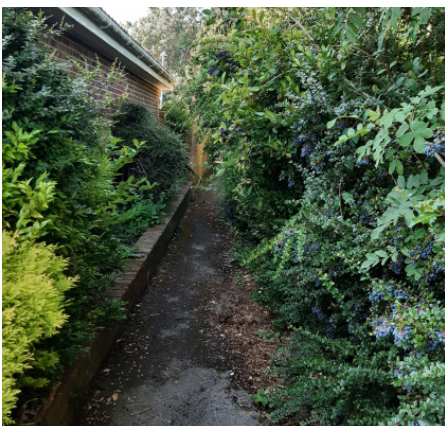
Very happy

Hedge is neatly trimmed, a manageable height and is not hanging over the footpath.



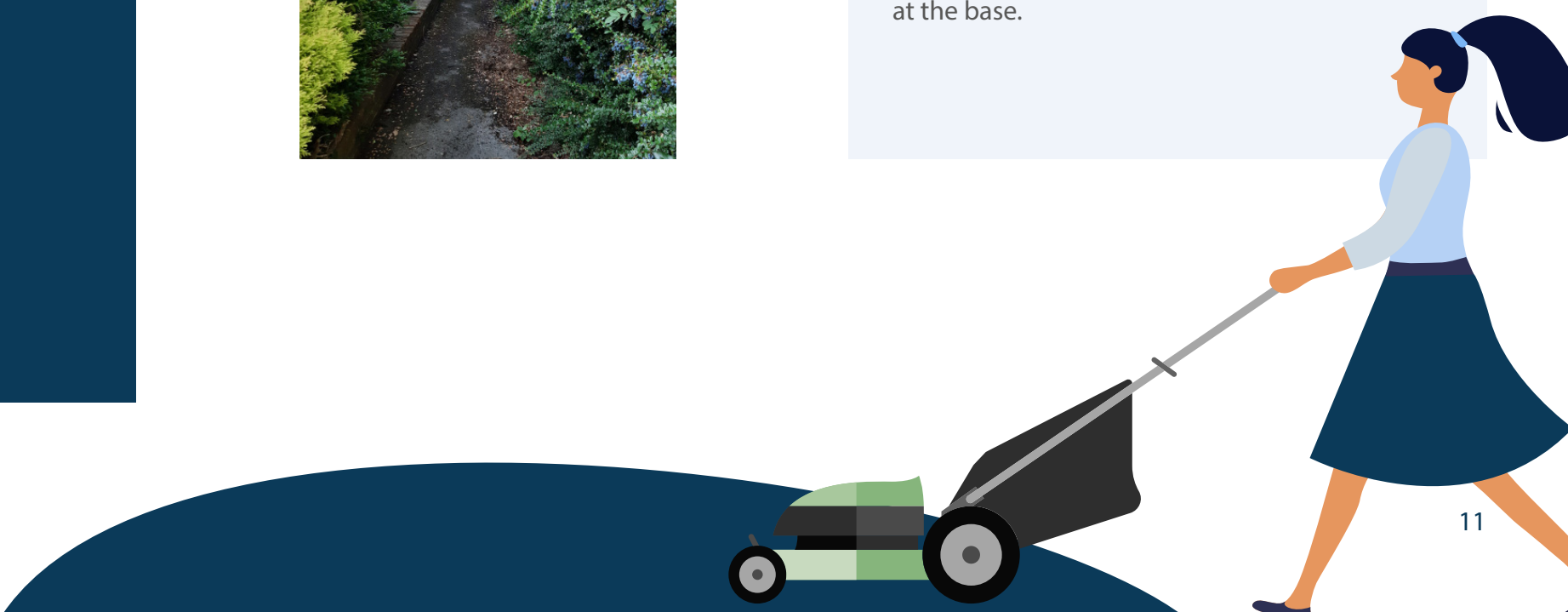
Happy

Hedge is slightly overgrown and there is a small amount of debris at the base but it can wait until the next cut is due between September – March.



Unhappy

Hedge is overgrown and is causing an obstruction to paths, roads or windows and buildings and there is a lot of debris at the base.





Wildflower meadow



We encourage wildflower meadows as a place for bio-diversity because the more natural habitats we have, the more bees, birds animals and insects we will attract. These are species and plant life that are in decline.

Wildflower meadows can be cut once per year depending on the species present. This is likely to take place during the autumn months.

Trees: general



Trees are a very valuable part of our neighbourhood ecosystems so we only cut down a tree if it is dead, in poor health or likely to cause damage to property.

We look after over 12,000 trees in the Bracknell Forest area across our estates, near to roads and in customers gardens.

Our Tree Team inspects our trees on a one, three and five-year cyclical basis, depending on the risk and location of them, to ensure they are safe and healthy.

Q. The tree looks dangerous and moves in the wind. Is it safe?

A. The movement of trees in the wind does not mean that a tree is dangerous. Let us know if you're concerned and our Tree Officers will come and inspect the tree. Our inspection will determine a tree's condition and safety.

Trees: around properties and structures

Our Grounds Maintenance Team will only carry out small tree works. Any large scale pruning or felling is carried out by contracted tree surgeons. This work is service chargeable and will only take place if the tree is dead, in poor health or likely to cause damage to property.



Fly tipping in communal areas



We'll arrange for the clearance of rubbish and large items that are discarded on our land. Clearing up fly-tipping costs us thousands of pounds per year and if we don't know who did it, the cost is added to the service charges for the estate.

Please report any fly tipping directly to us through My Silva, or call us on 01344 382 800.

If the fly tipping isn't on Silva owned land, please report it to your local council.



Abandoned vehicles

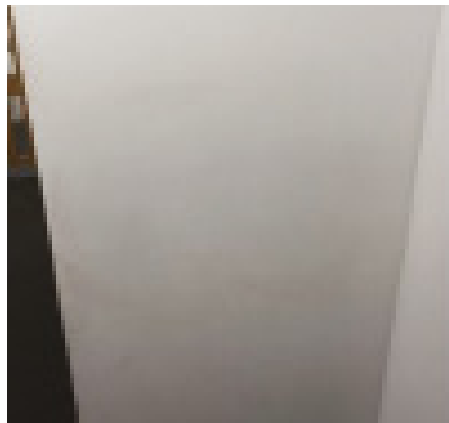


We have a procedure for dealing with abandoned or untaxed vehicles on our land. We'll issue a notice, apply for the registered owner details and report it to the local authority who have legal responsibility to remove it.



Graffiti

We'll remove graffiti from our land and buildings as a routine repair unless it is of a particularly offensive nature when we aim to remove it within 48 hours.



Very happy

There is no graffiti.



Happy

There is a small amount of graffiti that will be dealt with as a routine repair.



Unhappy

There is a large amount of graffiti.

Appearance of individual properties

Individual properties are our customer's responsibilities to maintain. If you are concerned about one of your neighbour's properties, please contact us on 01344 382 800.



Very happy

Property and garden is tidy. Grass, hedges and bushes have been cut and no household rubbish or large discarded items in the garden.



Happy

Property and garden is reasonable. Grass, hedges and bushes are a little overgrown. A couple of items of rubbish or broken toys in the garden.



Unhappy

Property and garden is untidy. Grass, hedges and bushes are very overgrown. Several bags of household rubbish and several discarded large furniture items and/or white goods.



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