

**swan**



# Estate services –

Putting the care back into caretaking



## Putting the care back into caretaking

We are committed to making your local neighbourhood a clean, safe and attractive place to live. We will do this by putting you first and adapting our services to the needs of your area.

Where we provide them, our estate services might include:

- cleaning of shared areas;
- maintaining lights in shared areas such as hallways corridors and stairwells;
- removing graffiti and fly-tipping; and
- maintaining the grounds your home is on.

We work in partnership with local councils, police and agencies to manage any problems in your neighbourhood.

Our Estates Services Team are easily identified by their uniforms and all carry identity cards. They have been trained in a range of skills, such as how to deal with

antisocial behaviour, domestic violence and customer care.

We will carry out regular inspections where you can join us to tell us about any repairs to shared areas and to make sure that areas are being maintained and cleaned to an acceptable standard.

## Our estate service standards

If we provide a caretaking service in your area, you can expect us to:

- clean all shared areas regularly;
- agree with you the caretaker's duties;
- advertise a programme of inspections so you can join us in monitoring your neighbourhood; and
- keep noticeboards up to date with cleaning schedules explaining what, when and how we will clean. Noticeboards will also display photographs and contact details of your caretaker.

**If you want to find out when we are cleaning your estate, please look at your estate notice board or phone us on 0300 303 2500.**



If we receive a report from you we will:

- remove racist or sexist graffiti within one working day and other graffiti within five working days;
- remove abandoned cars on our land within 21 days;
- make any vandalised property we are responsible for safe within one working day;
- remove rubbish from our land within one working day; and
- remove items which could be dangerous, such as used needles, within one working day.

## Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us.

We will regularly check to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

If you have a repair you need to tell us about, please phone us on **0800 783 2768**.

## Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Estate services:

Text: **07950 961811**  
(start your text with the word ESTATE)

You can also contact us through our website at **www.swan.org.uk** or at:

### Head Office

Swan Housing Association  
Pilgrim House  
High Street, Billericay  
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association  
Cygnet House South  
10 Chrisp Street  
London E14 6LL.

Available in other formats and languages

### English

This information tells you about **estate services**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

### French

Ces informations traitent de **estate services** (services des lotissements). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

### Polish

Niniejsze informacje dotyczą tematu **estate services** („Usługi związane z nieruchomościami”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

### Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **estate services** (“Adeegyada Xaafadda”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

### Bengali

এই তথ্যে আপনাকে **estate services** (এস্টেট পরিষেবা) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500** -এ যোগাযোগ করুন

### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **estate services** (ਅਸਟੇਟ ਸੇਵਾਵਾਂ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

### Arabic

تشير هذه المعلومات إلى **estate services** (“الخدمات العقارية”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

### Urdu

یہ معلومات آپ کو **estate services** (“جائیداد سے متعلق خدمات”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

