



Your council working for you

Tenants' handbook Booklet 3

Estate management

July 2013



South Kesteven District Council
STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS



Our aim is to provide clean, attractive and safe neighbourhoods for you to live in. To do this we have the following services which support this: our caretaking service, estate inspections, grounds maintenance and providing garages for rent.



You can find out more about our aims and how we deliver these services below:

Our caretaking service aims:-

We will:

- Ensure clean, attractive and safer neighbourhoods
- Provide a high profile, presence on our estates
- Improve the physical condition of estates through quick responses to residents' concerns
- Encourage residents to recycle and make use of the facilities provided
- Ensure animals do not cause environmental damage or nuisance on estates
- Deal efficiently with infestations of pests
- Try to identify those responsible for unauthorised dumping of rubbish and environmental damage
- Work with you and other agencies to help ensure your tenancy is successful and sustainable
- Work with the community and community groups to improve the appearance of housing estates

- Work closely with the tenants working group to monitor and continually improve our service

Estate Inspections

Officers and local residents take part in joint estate inspections throughout the year. We also invite representatives from the repairs team, community safety team, environmental team, police, county council and local councillors who attend with us when they can. We look at all sorts of issues that may affect your estate or village, including untidy gardens, communal areas and open spaces, fly tipping, abandoned cars and graffiti. With your help we will look at ways of improving the area to ensure that your estate or village is a more pleasant place to live in.

For these inspections to be as successful as possible, we encourage local residents to join us whenever they can to make sure we are aware of as many issues as possible.

Garages

We currently own around 900 garages throughout the district. Council tenants are considered before anyone else. So, if you are looking for a garage to keep your

motor vehicle (car, bike, small van etc) then we might be able to help you.

We do have a waiting list for some areas which are very popular but we may be able to offer you something straight away.

Grounds Maintenance

We employ contractors to maintain the green spaces in the estates where you live.

We also provide help to tenants that have difficulty keeping their garden tidy. If you have a disability or are aged over 70 years and have no one else that can help you, we may be able to

help. We offer a service which includes:

- Grass cutting (during the growing season)
- Hedge trimming (twice yearly)
- Pruning of trees

Estate Management

What we will do

We will:

- Investigate all cases of illegal occupation of our properties and take the appropriate action swiftly to ensure trespassers are removed.





- Respond within 2 working days to any report of an abandoned property.
- Advertise a programme of inspections and invite residents, councillors and other agencies to join us on the walks around the district (the dates and times are published in Skyline magazine or available on our website). Please contact us if you would like to join an estate inspection in your area.
- Respond to all written comments/complaints about your estate within 10 working days of receipt. An officer will visit the area in question and dependant on the severity of the comment/complaint will address the problem with the appropriate tenant or team.
- Remove any offensive or abusive graffiti on our properties or around our estates within 2 working days of the report being received. Any other graffiti will be removed as soon as possible to improve the appearance of your area.
- Ensure that our estate supervisors visit your local estate on a regular basis.

- Consult you about any improvements you might like to see carried out in your area when funds are available.
 - Consult you about how our estate management services are provided.
 - Remove abandoned vehicles as quickly as possible, if we are legally allowed to remove them.
 - Act quickly to reports of pests in the communal areas of our flats and on our land and work to eradicate them as quickly as possible or put a monthly baiting programme in place where pests are unavoidable (close to streams/rivers, food outlets, large green areas).
 - Provide information to our residents on how to deal with pests (rats, mice, wasps) in their own homes.
 - Inspect all garage sites owned by us and carry out reviews to continually assess their future sustainability.
 - Inspect and co-ordinate the removal of rubbish that has been dumped on our land. We will try and find out who has dumped the rubbish and they may be prosecuted.
 - Monitor grounds maintenance contracts and where necessary arrange with our partners for work to be done to bring the site up to an acceptable standard
- Contact us for any of the above on
- Telephone: **01476 406373**
or **01476 406084**
 - Email: **tenancy@southkesteven.gov.uk**
 - Visit our website: **www.southkesteven.gov.uk**

Alternative formats and languages

To ensure all residents of South Kesteven have access to our information material, our information is available in the following languages and formats:

Large print, Braille, audio tape, audio CD or computer disc

This information can be made available in large print, Braille, on audio tape, audio CD or computer disc. If you, or someone you know, might benefit from this service, please contact us.

繁體中文 / Cantonese

本資料有繁體中文版，若你本人或你認識的甚麼人會受益於此版本，敬請聯絡我們。

Česky / Czech

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto servisu, obraťte se prosím na nás.

Magyar / Hungarian

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer igényt tart erre a szolgáltatásra, kérem, keressen fel minket.

Latviski / Latvian

Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu paziņai šādi pakalpojumi nāktu par labu, lūdzu kontaktējiet mūs.

Lietuviškai / Lithuanian

Šią informaciją galite gauti lietuvių kalba. Prašome kreiptis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

Polski / Polish

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś kogo Państwo znają, może z tej usługi skorzystać, proszę nas kontaktować.

Português / Portuguese

Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contacte-nos.

Русский / Russian

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые посчитаете такую услугу необходимой, пожалуйста, свяжитесь с нами.



South Kesteven District Council
Council Offices
St. Peter's Hill
Grantham
Lincolnshire
NG31 6PZ

t: 01476 406373 or 406084 **f:** 01476 406439
e: tenancy@southkesteven.gov.uk
w: www.southkesteven.gov.uk

