

Customer Service Standards

Neighbourhoods

Your Estate



What is the Neighbourhoods Service?

We aim to provide decent homes on estates in a clean, safe and secure environment. We are responsible to ensure that any issues relating to the management of estates are identified quickly and prompt action is taken to resolve them. Our performance is monitored closely and we have specific targets to meet, we are only responsible for the management of housing land and Council tenancies. If you are vulnerable and need extra support, we will consider your particular needs and adapt our service in order to provide the required support.

What can I expect as a customer?

- ✔ We will carry out weekly fire alarm checks in communal flat blocks
- ✔ Inspect and remove hazardous waste within 24 hours
- ✔ Inspect and remove non-hazardous waste within 10 working days
- ✔ Remove offensive (racist abusive or homophobic) graffiti within 24 hours
- ✔ Remove non-offensive graffiti within 10 working days
- ✔ Respond to dangerous trees within emergency situations within 24 hours
- ✔ Inspect reported tree issues on housing open space within 10 working days
- ✔ Inspect reported grounds maintenance issues within 3 working days
- ✔ Following investigation we will arrange for the removal of abandoned vehicles within 24 hours on housing land



Your estate

- ✔ We will attend Estate Inspections with partner agencies, with local residents and Members to look at areas of concern on housing estates
 - ✔ Carry out minor works improvement to enhance estates
 - ✔ Carry out housing inspections on garage sites
 - ✔ Maintain all communal areas to flatted estates, including a site visit at least once every 4 weeks to ensure that the door entry system is working and they are clean and tidy and report any matters to other departments as required
 - ✔ Inspect and coordinate with our partners the removal of all fly tipped items on housing land
 - ✔ Monitor and assist with the management of the vulnerable tenants grass cutting scheme
 - ✔ Monitor and manage the grounds maintenance contract and where necessary arrange for the contractor to carry out any work that is required to bring the estate up to an acceptable standard
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What if I am not satisfied with the service I have received?

We have a complaints procedure. Please use this if you are in any way unsatisfied with the service you have received from the Housing Neighbourhoods Team.

Stage 1

You can complain to the **Assistant Tenancy Services Manager** or **Tenancy Services Manager** using the contact points below;

Stage 2

If stage 1 does not resolve the matter, you may contact the **Head of Housing**

To find out more information and to submit a compliment, comment or complaint online visit www.cannockchasedc.gov.uk/customerfeedback

You can contact us by:

Tel: **01543 462621** (Monday to Friday 9am - 5pm)

Email: **EMTeam@cannockchasedc.gov.uk**

By personal visit to the Civic Centre or your home

Monday to Friday 9am - 5pm.

(An appointment may be necessary to speak with a named officer)

**Cannock Chase Council, Civic Centre, Beecroft Road,
Cannock, Staffordshire WS11 1BG**

Visit: **www.cannockchasedc.gov.uk**

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