



Coastline

housing



Community Standards

Setting the standard for our
communal spaces

Coastline Housing Community Standards

Contents	Page
Introduction	3
Cleaning and grounds maintenance contractors	4
How to use this guidebook	5
Indoors:	
Communal areas with hard floors	6
Communal areas with carpets	8
Windows	9
Communal areas inside sheltered housing	10
Hard surfaces:	
Cleaning	11
Weed control	13
Grass:	
Residential areas	15
Rough ground	17
Meadow	18
Shrubs:	
Beds and mulch	19
Trees:	
General	20
Around roads and footpaths	21
Around properties and structures	22
Bins and recycling:	
Bin stores and recycling facilities	23



Introduction

We work hard to make your neighbourhood a happy, safe and popular one. We make sure that the shared areas we are responsible for are safe and provide a good quality environment for the people who live on the estate.

These standards are designed to give a clear and straightforward guide as to how your communal areas should look and the service you can expect from our contractors. They are designed to be easy to interpret and achievable so that everyone has the same understanding.

Naturally every neighbourhood is different so these standards provide a general outline that should be applicable to where you live.

How you can help us to help you

If you have queries or comments on the communal spaces in your neighbourhood, we want to hear from you. You can also be our eyes and ears in your neighbourhood by helping to monitor how a service is delivered.

Or you might also like to set up a customer-led scheme to take a more active role in your local services. See page 5 for details.

If you would like us to provide a new service, we will consult with your neighbours and may be able to deliver what you would like if there is agreement.

My Coastline

Our online service for your mobile, tablet and computer is the best way to get in touch.

Sign-up or sign-in on the My Coastline apps for Apple, Android and Amazon or on the My Coastline page. Head there at any time by clicking the My Coastline link at the top of all our web pages.

For communal emergency repairs contact us by phone 24 hours a day, seven days a week.

All other ways to get in touch are checked during reception opening hours, but for urgent enquiries or repairs you must telephone us on 01209 200200.



Cleaning and grounds maintenance contractors

Coastline Housing works with these contractors to provide services to you. We chose these contractors through a rigorous selection process involving customers.

Cleaning services and grounds maintenance in shared areas

Coastline Housing's own Services team cleans shared areas and covers most of the grounds maintenance work.

Tree maintenance

Redruth-based Greenfingers Contracting handles our tree maintenance.

If you have any concerns about trees in your community, please contact our Customer Access Team and they will talk with Greenfingers about any work that might be needed.



How to use this guidebook

This guidebook outlines each service and area: for example window cleaning, grassed areas, and trees.

Grading standards explained

At Coastline we use a grading system.

Each aspect of our cleaning and grounds maintenance can be graded Very Happy, Happy or Unhappy.

Every customer can expect their communal areas to meet level Happy as a minimum standard. We believe this offers good value for money.

Each section in this guidebook shows:

- Simple illustrations of two extremes – what would be perfect and what would be unacceptable.
- Photos and brief descriptions of what Very Happy, Happy or Unhappy might look like.
- Relevant tips and information that you might find useful.

Changing your service level

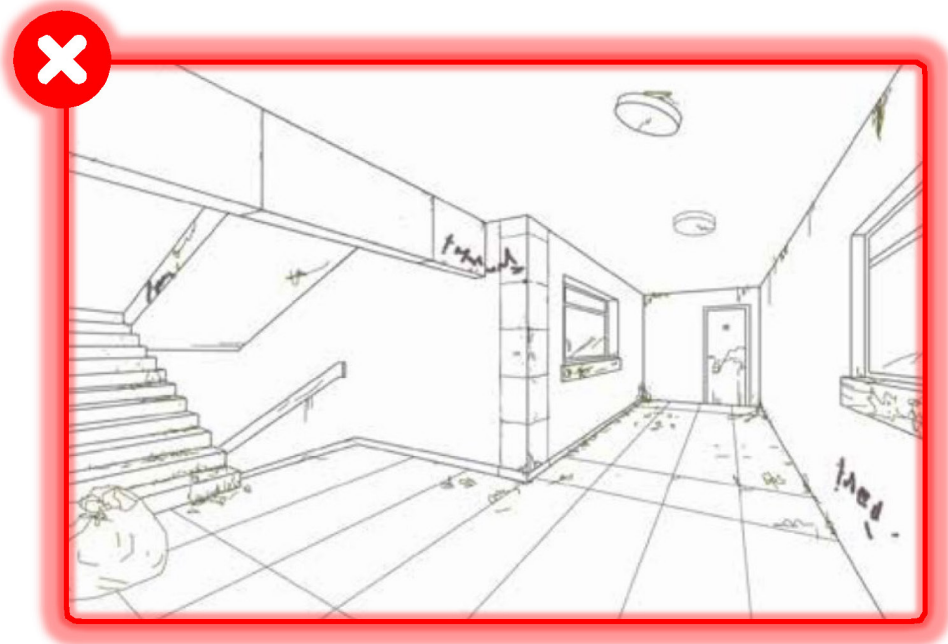
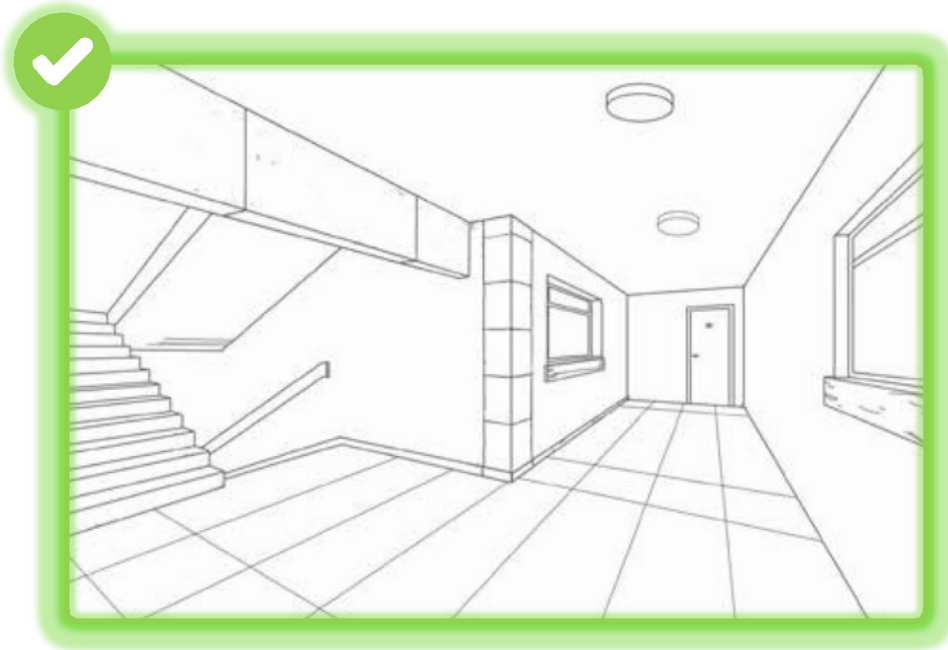
Customers can choose to pay for the highest grade. Service charges would increase to meet this higher level, so there would need to be agreement among those affected. Alternatively, customers can take control of the running of some services by setting up a customer-led scheme.

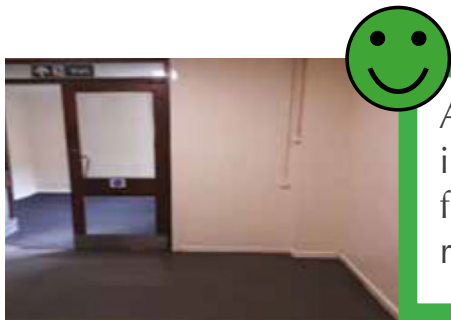
We will adjust your service charge accordingly. Ask us if you would like to know more about these options.



Indoors: communal areas with hard floors

These are your internal spaces if you live in a block or share a communal entrance. It is really important that you report any communal repairs directly to us in the same way as you report repairs needed in your home.





Area cleaned and clear. Floor has no build-up of marks including at edges. Glass clean, no cobwebs, ledges wiped free of dust. Walls have been cleaned and no marks remain.



Floors have been cleaned, although some marks remain due to being ground in. Glass and ledges have been wiped. Cobwebs have been removed. Walls have been spot-cleaned and minimal cleaning marks remain.



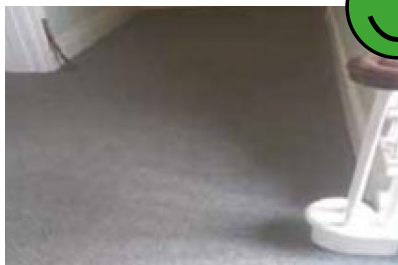
Floor is dirty and stained, possibly also with litter. Ledges not dusted and cobwebs are present. Walls have heavy marks that could be easily removed. Cleaning standard is poor and below expectation.

FAQ...

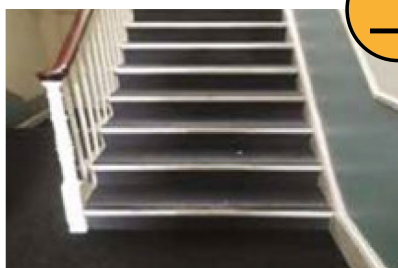
Q. When were the cleaners last here? When are they coming next?

A. In most cases cleaners visit once a week. We are planning to make cleaning schedules available to view online.

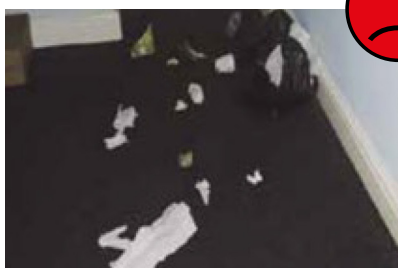
Indoors: communal areas with carpets



Floors have been cleaned and vacuumed, including all corners. All ledges are clear from dust and cobwebs have been removed. No marks on walls.



Floors and stairs have been vacuumed but corners may look dirtier due to ground-in dirt. Ledges have no dust, although hard-to-reach ledges may have minimal build up. Cobwebs are removed, walls clear of cleaning related marks.



Litter and debris are throughout the building and the flooring hasn't been cleaned. All ledges are covered in dust and cobwebs have not been removed. Walls are heavily covered in cleaning-related marks.

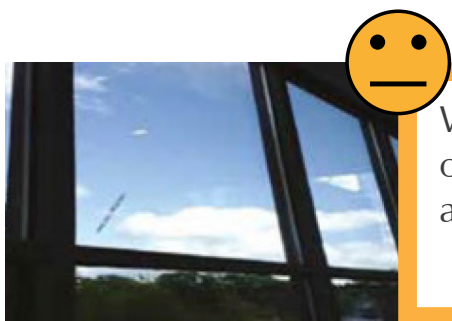
Help us to keep you safe

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

Indoors: windows



Windows are clean and clear with no visible marks or smears. No marks on the inside of the window.



Windows are clean and clear with very minimal marks or smears. Inside, the window may have slight build up around the edges but window is mark-free.



Windows are dirty, smeary, or have hand marks on them. The window is no longer clear, restricting vision significantly with a film of dirt on the inside as well as outside.

Good to know...

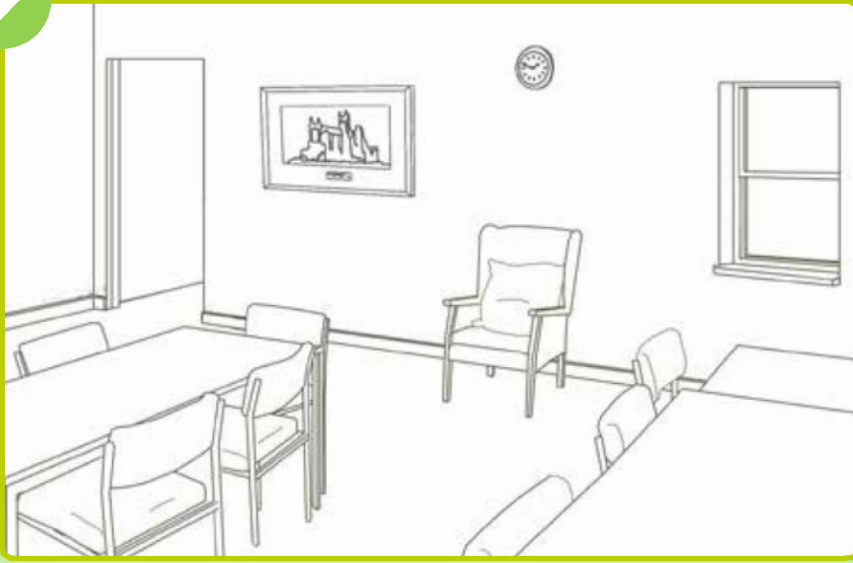
Communal windows are cleaned every two months.



Indoors: communal areas inside sheltered housing

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

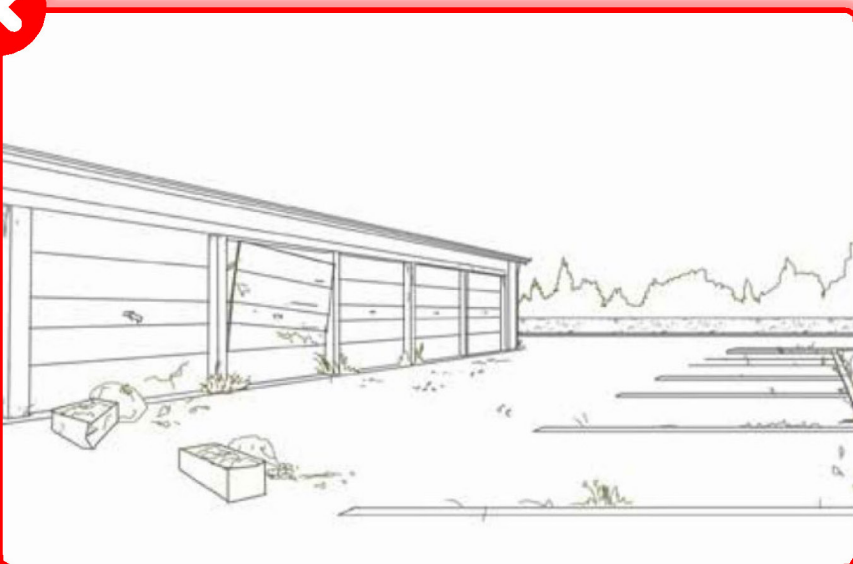
It is really important that you report any communal repairs directly to us as soon as possible.



Hard surfaces: cleaning

These are any of the external hard surfaces around your neighbourhood that form part of Coastline Housing's land.

Please report any concerns over safety in these areas to us immediately. Note that if your road and pavements are adopted by a local council, it is likely to be providing the maintenance service.





No litter or rubbish present. No detritus* in channels.



Small amounts of detritus will be present.



Widespread or heavy detritus. Widespread or significant accumulations of litter.

Good to know...

- Remember that some local authorities only clear fallen leaves once a year now.
- We won't be able to clear parts of roads where there are parked vehicles.

Help us to help you...

Please report fly-tipping. With evidence, we can charge whoever is responsible and pass their details to the authorities for prosecution. If we can't identify the culprit, we can't prosecute and the cost is added to future service charges.

For top tips on getting rid of bulky waste and reducing littering visit Cornwall Council's website.

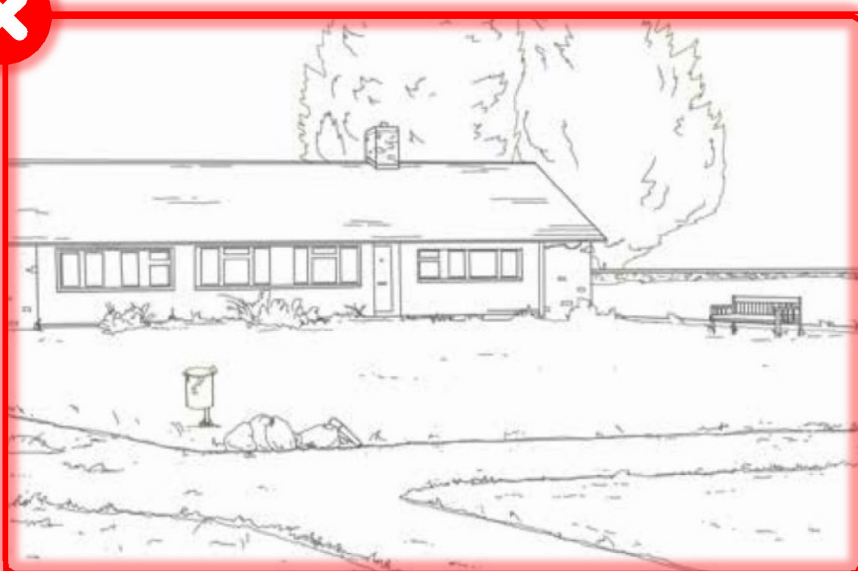
*Detritus: gravel, sand, silt, or other material produced by erosion.



Hard surfaces: weed control

Coastline maintains many paths and parking areas around our estates. We are committed to keeping these safe through a programme of maintenance.

If you would like to know which areas Coastline maintain, please visit our website:
www.coastlinehousing.co.uk/community-standard/grounds-maintenance/





Channels and open areas weed-free.



Weed growth at a level you would expect between visits.



More weed growth than would be expected between visits, or excessive weed growth reflective of visits being missed.



Grass: residential areas

At Coastline we maintain extensive grassed areas and shrub beds. The main maintenance period is during March to October with minor works being completed during the winter.

Our contractors continue to respond flexibly to the changing climate and we are constantly looking at ways to maintain these areas in the most effective way whilst delivering value for money.





Grass short, minimal grass cuttings left on surface of grass. No litter present, area looks high standard.



Grass within 25mm to 100mm range, grass cuttings visible, minimal litter present.



Grass longer than 150mm. An amount of litter present.

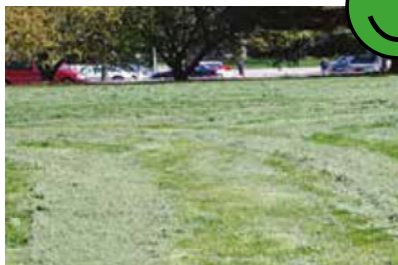
FAQ...

Q. How many times is my grass cut?

A. Our holistic approach enables the teams to cut the grass or attend to other areas. Weather conditions influence how many cuts are needed each year.



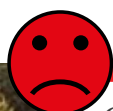
Grass: rough ground



Grass cut short after approximately nine weeks. Lots of grass-cuttings on surface. Litter present but collected after cut.



Grass cut after around nine to ten weeks. Litter collected and heavy grass-cutting left.



Grass left more than ten weeks, with an uneven cut. Grass cut reveals large amounts of litter present. Litter not collected after cut.

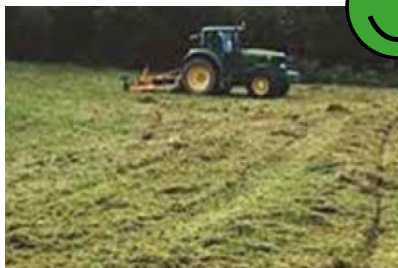
Good to know...

If you would like some funds to add a touch of sparkle to an outdoor space, try our Community Impact Funding.

We welcome applications from individuals or groups for projects that help to regenerate facilities, provide community events, environmental and green space schemes, or projects that provide access to training or courses. Find out more on our website: www.coastlinehousing.co.uk/community-life



Grass: meadow



Area cut once a year in the summer. Grass cuttings are not collected. No litter.



Grass cut with large amounts of cuttings left on surface. Litter present but collected after cut.



Late cut allows small shrubs and self-sown trees to take hold. Some litter or fly tipping may be present. Meadow unmaintained may have encouraged fly tipping.

Good to know...

Missed the cut? Sometimes our contractors won't have been able to mow. Here are the main reasons:

- Dog mess or broken glass on the grass – these pose a health and safety risk.
- Excessive rainfall can have an effect on the schedules. We may choose not to cut during or after a large downfall. Heavy machines can leave tyre tracks causing damage to the grass.
- Very dry weather can cause grass to slow its growth

Interested in using an open space near you differently?

Contact us, as we have grants available for developing community spaces or projects:
www.coastlinehousing.co.uk/community-life



Shrubs: beds and mulch



Weed free, no litter and shrubs pruned. Area tidy.



Weed and litter minimal. One year's growth. Not obstructing footpath.



Weed growth, litter present and may be heavy. Shrubs obstructing footpath.

FAQ...

Q. What maintenance happens in winter?

A. We attend to shrub beds and carry out one hard pruning visit.



Trees: general

Trees are a very valuable part of our neighbourhood ecosystems. Coastline acknowledges this and we have a planned rolling program of maintenance and management for every tree we know to be ours.



Trees: around roads and footpaths



Roads and footpaths are clear of any low branches. No growth at the base of the tree.



Low branches present but not obstructing use of the road or the footpath. Growth at the base of the tree present but not impacting on the footpath or passing vehicles.



Low branches resulting in restriction of the footpath, and may have the potential to harm people. Growth at base of tree is restricting or blocking use of the footpath and brushing or blocking passing vehicles.

FAQ...

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

A. The movement of trees in the wind does not signify that a tree is dangerous. Let us know if you are concerned and our Technical Project Surveyors will come and inspect the tree. Our inspection will determine a tree's condition and safety. We also inspect trees as part of our routine checks.

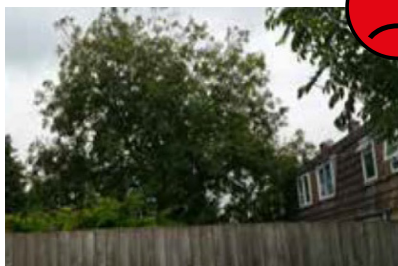
Trees: around properties and structures



Tree crown spread is not within 3m of property or structure.



Tree crown spread may be within 3m of the a property or structure but not within 0.5m. Spread within 0.5m, or small branches touching will normally be pruned as part of planned tree maintenance.



Tree crown is conflicting with building or structure with numerous branches touching and resting on building or structure. Work to resolve issue would normally be carried out within 30 days.



Bins and recycling: bin stores and recycling facilities

These communal areas need us all to work together to ensure that they are kept to standard. Please make sure that you always use the bins provided and correctly split your recycling as identified.

Please report any misuse or fly tippers to us so we can make sure the appropriate person is liable for the additional costs.





Bin room has been emptied and cleared. Floors have been swept clear and low-level walls and floors have been disinfected thoroughly. No dirt or new staining remain on either. Cobwebs have been removed.



Floors and walls have been cleaned thoroughly where possible. Litter has been picked up, although bulk waste not removed. Bin room left tidy where possible.



Bin room is heavily stained either on the walls or the floor. It may be difficult to access. Bulk rubbish is building up but has not been reported. Floors are swept and washed but walls haven't been cleaned, including cobwebs.

Help us to help you

Clearing up fly-tipping costs us around £12,000 a year. If we can't identify the culprit, the cost is added to the service charges for the estate or block. Please help us by telling us who the culprits are, so that we can deal with them directly.

Top tip

Visit www.cornwall.gov.uk/my-area to view services in your local area such as details of your local Councillor, waste and recycling collection dates and centres, your nearest library and information service, schools, as well as local car parks and roadworks.