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Neighbourhood
Standard

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Send to:
Coastline Housing, Ferris House,
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If you tell us which language you speak, we will be able to get a translator on the phone.

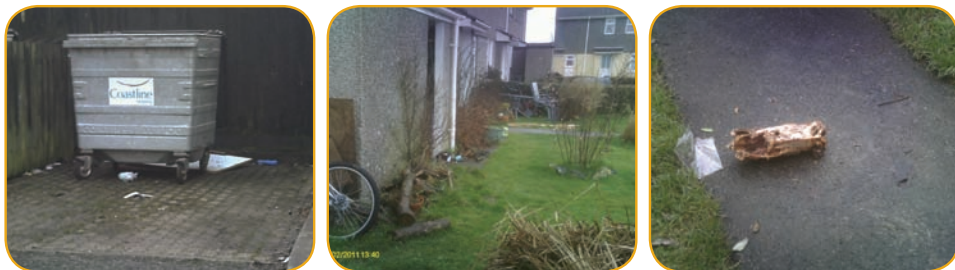
Green for go on neighbourhood inspections

In a change to this year's neighbourhood inspections, estates will be graded into 'Red' 'Amber' and 'Green' categories.

This will help us monitor improvements and target our efforts and resources in those areas that need the greatest attention, making sure that all our estates are clean, tidy and well cared for.



Red estates - issues such as litter and debris, abandoned or illegally parked vehicles, bulky items in gardens, unkempt and untidy gardens, fly tipping, overgrown communal areas and pathways.



Amber estates - generally clear of litter and debris, abandoned or illegally parked vehicles reported, bulky items reported and collection arranged, unkempt and untidy gardens addressed with the customer, fly tipping reported, with collection arranged and overgrown communal areas and pathways reported.



Green estates - free of litter and debris, no abandoned or illegally parked vehicles, no bulky items in gardens, no unkempt and untidy gardens, no fly tipping, no overgrown communal areas or pathways.

Grading of estates will be based on information collected during neighbourhood inspections over the last 12 months.

Inspections will be carried out by staff and tenant representatives. Red estates will be inspected every four weeks, Amber estates every three months and Green estates every six months. As well as these set days, all staff will be responsible for reporting or dealing with any of the issues listed above when they are out and about on our estates.

The Tenancy Management Sounding Board has been consulted on the grading of estates and think that this is a good way of measuring improvements. Feedback to customers will be quarterly and will be published in Coast Lines and on estate notice boards where applicable.

This Neighbourhood Standards Guide has been produced to give some visual examples of Red, Amber and Green estates. Please remember that there will always be an element of subjectivity within any judgement of estates. Once an estate assessment has been made, an overall star rating will be awarded to reflect the estate as a whole, rather than specific areas.