

Estate Standards Guidance

Version edit February 2025

This document represents Enfield Council Housing's commitment to the provision of high-quality estate services to our customers through our Caretaking Services and sets out the following:

- ✓ Our clear promise on standards, inspections and consultation
- ✓ Details of how customers can help us
- ✓ A list of specific services and how often customers should expect them to be provided.
- ✓ Information on the inspection process and grading system.
- ✓ A photobook for every service standard
- ✓ Details of how customers can make a complaint if we don't meet the service standard.

We will:

- ✓ Keep your neighbourhood clean and tidy.
- ✓ Keep your neighbourhood free from hazards.
- ✓ Remove offensive graffiti within 24 hours.
- ✓ Remove abandoned vehicles as soon as possible.
- ✓ Report issues that are not our responsibilities to the relevant organisation within one working day
- ✓ Carry out regular scheduled inspections and provide performance information.
- ✓ Consult residents about neighbourhood improvements and plans.

Customers can help us by:

- ✓ Reporting repairs, hazards, graffiti, and abandoned vehicles
- ✓ Disposing of your rubbish properly
- ✓ Keeping communal areas free from bulky items
- ✓ Keeping your garden, and the outside of your home clean, tidy and free from rubbish.
- ✓ Providing us with feedback and views about your estate.
- ✓ Making suggestions on how we can improve our services.
- ✓ Completing customer satisfaction surveys on our caretaking service.
- ✓ Becoming a resident champion to monitor the service.

Contents

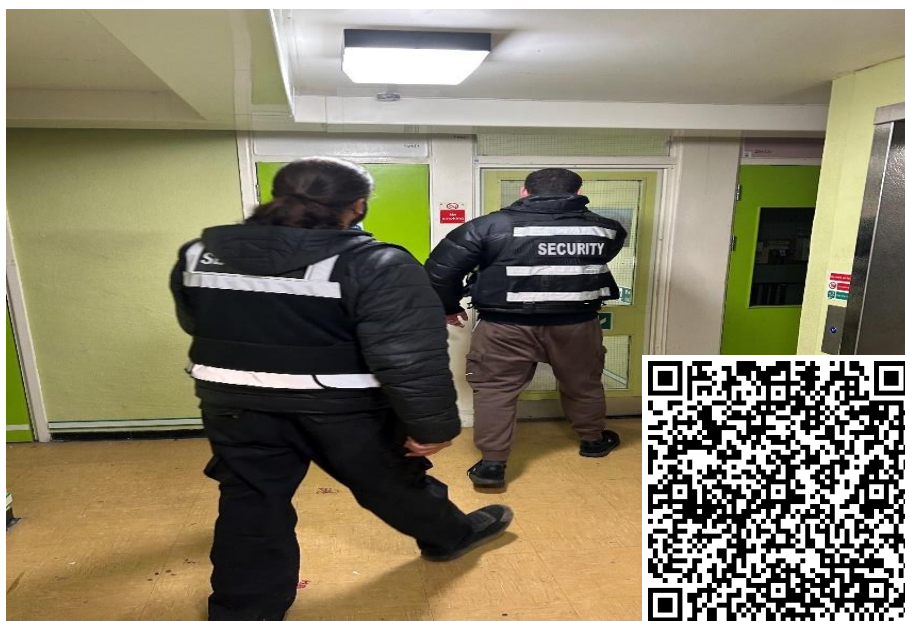
CARETAKING, GROUNDS MAINTENANCE, TREES & ANTI-SOCIAL BEHAVIOUR HELPFUL GUIDANCE	Page 3
ENHANCED CONCIERGE SECURITY SERVICE	Page 4
ESTATE ENHANCEMENT SERVICE	Page 5
RESIDENT CHAMPION VOLUNTEER	Page 6
ESTATE CARETAKING SCHEDULES	Page 6
WASTE DISPOSAL, MISSED COLLECTIONS & ENFORCEMENT	Page 7
BUILDING & FIRE SAFETY	Page 9
BUILDING & FIRE SAFETY - ESTATE CARETAKING OPERATIVE'S RESPONSIBILITIES	Page 10
'CLEAN AND CLEAR' IN COMMUNAL AREAS	Page 11
READING FIRE SAFETY SIGNAGE	Page 13
ESTATE INSPECTION PROCESS	Page 15
ESTATE STANDARDS PHOTOBOOK GUIDANCE	Page 16
RESIDENT VULNERABILITY	Page 55
COMPLAINTS AND CONCERNS	Page 55

Caretaking, Grounds Maintenance, Trees & Anti-social Behaviour

Area	Helpful Guidance
Caretaking	
<ul style="list-style-type: none"> Communal entrances Balconies (where applicable) Internal communal stairwells Doors including handles, push plates and kick plates Communal Landings Walls Fixtures and fittings Railings Glass and internal windows (within reach) Vacuum carpeted walkways or stairwells (where applicable) Lifts (where applicable) 	Full clean (sweep, mop, vacuum <i>(where applicable)</i> spray and wipe) of internal communal areas. Where required scrub clean hard soiled areas
	Removal and disposal of all papers, junk mail, leaflets, litter, etc.
	Regular spot clean of communal areas (removal of bodily fluids and hazardous deposits)
	Disinfection of door handles and push plates
	Removal of marks, cobwebs and dust (fixtures/fittings, ledges, balustrades, ledges and skirting)
	Removal of offensive graffiti (as required)
Bin rooms/areas	Weekly full clean (disinfect hard standing areas)
	Regular spot clean of the bin rooms/refuse areas
<ul style="list-style-type: none"> External hard and gravel areas Horticultural areas (hedges, shrubs and grass areas) Play areas 	Weekly litter pick of all external areas
	Removal of self-sets and ivy from perimeter of the block
	Sweep kerb lines and pathways
	Remove hard surface weeds (as required)
Communal repairs	Replace any non-LED light bulbs as & when required
<ul style="list-style-type: none"> Report any communal repairs 	Replace damaged fire signage
Visual checks	Visual checks of communal areas
<ul style="list-style-type: none"> Fire safety (missing signage) Combustible items in communal areas (intake cupboards, dry risers, pram shed areas). 	
Grounds Maintenance	
Horticultural areas (hedges, shrubs and grass areas)	Grass regularly cut, all cutting swept from hard surfaces, associated shrubs well maintained
	Shrubs, hedges and beds free from leaves, litter and weeds.
	Chippings & bark mulch kept within beds, not overgrown or obstructing paths
Weed maintenance	Areas free from weeds
Trees	Overgrown shoots and saplings cut back and hanging branches removed
Trees	

Communal tree maintenance	Trees across housing land are subject to a three year survey and maintenance programme. Works may be undertaken earlier in the event of an emergency.
Individual properties	The maintenance of your garden is your responsibility as stated in the tenancy agreement section 2.16, condition 83 & 84. If the household has a vulnerability, support with maintaining the tree may be available. Each request is reviewed on a case-by-case basis. Please contact the housing service for more information.
Anti-social Behaviour	
Anti-social behaviour	Report any ASB issues to the housing team or via the councils website https://www.enfield.gov.uk/services/housing/council-housing/antisocial-behaviour
Enhanced Concierge Security Service	The security service works with the local community, police, council, and other agencies to monitor and reduce problems through regular engagement. The pilot includes neighbourhood patrols from 6pm to 4am, 7 days a week. These patrols focus on enforcement, support, mediation, and community engagement.

For more information on the Enhanced Concierge Security Patrol, please visit <https://www.enfield.gov.uk/services/housing/council-housing/antisocial-behaviour#enhanced-concierge-security-service> or scan the QR code below.



Estate Enhancement Service

The Estate enhancement service is a valuable investment opportunity for our shared spaces within the councils housing stock. The estate enhancement package includes the following:

- Resident engagement to identify the needs of the community
- Propose plans for estate improvement.
- To coordinate proposals through joint visits and regular communication
- Increase the attractiveness of the communal areas (including drying areas, bins areas, shared gardens) of the estate.
- Provide immediate improvement to the appearance of the estate
- Delivering on agreed planned works.
- Ultimately providing residents a sense of being part of a striving community.



What can the Estate enhancement service provide?

The below examples are based on works that have been proposed by residents so far (list not exhaustive):

- Drying area re-surfacing
- introduction of washing lines
- Creating new bin storage
- Installing knee high rails or fencing
- Planting projects (beds or raised planters)
- Improving shared community gardens
- Pram shed repairs
- Creating seating areas
- Play space improvements
- Deterring unwanted access (blocking off nuisance space)
- Pressure Washing programme
- Deep cleaning programme
- Window cleaning programme



Involvement from residents through feedback on areas for improvement has been essential to ensuring that the estate enhancement works have met the community's needs.

How do I get involved?

If you have an idea on how your estate can benefit from estate enhancement, please scan the below QR code or use the link to complete the online feedback form. Once you have completed the form, a follow up visit or phone call will be arranged with you to discuss your proposal further.



<https://forms.office.com/e/19gm25iqJY?origin=lprLink>

Resident Champion Volunteer

We are working closely with residents to understand where issues are on our estates. Thank you for your interest and participation with the new Resident champion inspection volunteer feature.

Volunteers will serve as key liaisons between their community and the council's housing estate operations. The goal is to ensure that estate services meet the community's expectations (please note, this is not intended for raising repair issues, as a separate process is already in place).



Volunteers will gather insights directly from the community to identify areas where further improvements are needed. The focus will be on the following service areas: Caretaking, Waste Refuse & Recycling, Fly Tipping, and Grounds Maintenance.

This will all be captured through a digital MS form and reviewed by the estate operations service to ensure standards improve.

What will I need as a volunteer?

As a volunteer, all you will need is a smart phone to scan the QR code or access via the link below.



<https://forms.office.com/e/PX842ijdvh?origin=lprLink>

If you are interested in joining The Enfield 500 to discuss or suggest ideas on how the services can be delivered, please visit <https://www.enfield.gov.uk/services/housing/council-housing/get-involved#the-enfield-500>

Estate Caretaking Schedules

Estate Operations caretaking managers are scheduled to inspect all council housing blocks (at 100%) over a 3-month period.

24 cleaning & 3 ground maintenance standards are graded through a digital application called HouseMark photobook. Standards are awarded with a Gold (Very Good), Silver (Good), Bronze (Bad) & Unclassified (Very Bad) based on the level of cleaning taking place.

Standards that are deemed Bronze or Unclassified are addressed with the relevant team by the caretaking manager and then followed up with an additional inspection by the support inspector. This also includes action improvement plans are being issued to low performing estates.

Mobile Caretaking schedules have been reviewed to provide a flexible approach with improving the standard of cleanliness within the estate. There have been no changes to the static schedules.

Each week will continue to include the basic day-to-day provisions to ensure standards are being maintained during the scheduled visit (refer to schedules below). The rotation of works are:

- Week 1 – Internal areas
- Week 2 – External areas
- Week 3 – Internal areas
- Week 4 – External areas

There are currently three block notice cleaning schedules in place. Each one provides a summary of what the customer should expect from the caretaking team during their scheduled visit.



For more information or examples of the schedules, Please scan the below QR code or visit <https://www.enfield.gov.uk/services/housing/council-housing>



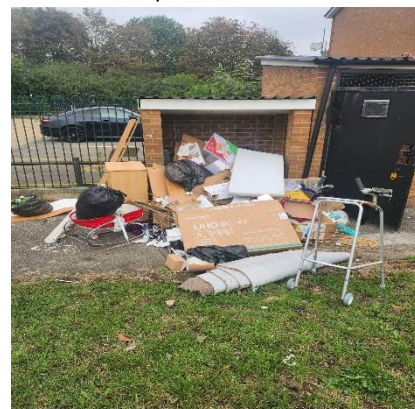
Waste Disposal, Missed Collections & Enforcement

Household Bulk refuse is removed proactively through a patch-based clearance. Fly tips should be removed within first 24 hours of report via email or the council's online request form.

In the event of a priority request (due to safety risks), the mobile caretaking team will aid by removing the items immediately.

Caretaking services are scheduled to collect bulk waste weekly from the out of borough sites (Barnet, Broxbourne & Potters Bar).

Two dedicated Council Housing Waste Enforcement Officers are investigating complaints and taking enforcement action where sufficient evidence is obtained. This includes proactive visits with the caretaking operative.





Fly tips can be reported via email at councilhousingwasteenforceme@enfield.gov.uk, via the councils website at <https://www.enfield.gov.uk/report-a-problem> or by scanning the QR code.



Council Housing Waste Enforcement:

- Cover the borough 5 days a week
- Investigate sites and areas of concern, and Issue PACE questionnaires for suspected offences.
- Investigate & issue FPNs for dumped rubbish (up to £500) and fly tipping (up to £1000)
- Inspect Businesses for Trade Waste & issue FPN for non-compliance (£300)
- Issue CPW (community protection warnings) and CPN's (Community Protection Notices)
- Pursue open cases to prosecution.

To book a free household bulk waste collection or to find out more information on waste collections please visit <https://www.enfield.gov.uk/services/rubbish-and-recycling> or scan the below QR code.



As with fly tipping, poor waste disposal will be investigated by the waste enforcement officers.



If the communal bins are full **DO NOT** throw waste on the floor.

By doing so hazards are created including:

- Fire Risk
- Trips and Slips
- Vermin
- Waste attracts more waste

Missed refuse and recycling collections can be reported via email at wasteenquiries@enfield.gov.uk or via the website

<https://www.enfield.gov.uk/services/rubbish-and-recycling/report-a-missed-collection>.



Building & Fire Safety

The Building Safety Act 2022 was introduced in the wake of safety concerns for occupants of high-rise buildings after the 2017 Grenfell Tower tragedy.

The Building Safety Act 2022 sets out how building owners must show they have effective measures in place to identify and manage safety risks. The act also allows residents in higher risk buildings to have a say in the management of their building and raise concerns with the accountable person who will have a duty to listen to them.

The Regulatory Reform (Fire Safety) Order 2005 – the Fire Safety Order – provides a framework for regulating fire safety in all non-domestic premises including workplaces and the parts of multi-occupied residential buildings used in common in England and Wales

Who does it apply to?

The Order applies to almost all buildings, places and structures other than individual private homes – that's individual flats in a block or family homes.

Other places covered by the Order include shared areas in houses in multiple occupation (HMOs), blocks of flats and maisonettes.



Good Housekeeping

- Keep fuel away from sources of heat
- Visual checks of communal areas (including shared spaces between properties)
- Visual checks of electrical items
- Report dangerous contractor working practices
- Report signs of poor security
- Report signs of arson



Example of shared coal bunker storage location

Fire Prevention

- Report signs of miss use to communal spaces.
- Report signs of intake/ riser cupboards being used for storage.
- Arrange clearance with line manager.

Repairs/ Defects

Report

- Damage fire alarm systems
- Damage to smoke detectors
- Damage to fire vents
- Damage to fire doors

In an EMERGENCY call 999



Please note, If there are items in the communal area that pose immediate risk, the caretaking team will remove without notice.

'LBE reserves the right to request immediate removal of any item deemed to pose a risk.'

'Clean and Clear' in communal areas

Fire prevention ethos and legal duties

It is the London Borough of Enfield's (LBE's) aim to prevent fires from occurring, as such LBE (LBE) has developed policies to control two of the three elements of the fire triangle to prevent all three elements necessary to produce fire, being present in its blocks;

(LBE acknowledges it cannot remove or control, a fires access to oxygen)

Control of fuel sources

To control the level of available fuel (the fuel loading) in LBEs blocks, it is necessary to limit and control the amount of stored materials, refuse and general possessions placed in communal areas, by occupants of the building

We do not permit the use of BBQ's or the burning of rubbish in communal areas of blocks, including communal open spaces.



We undertake regular inspections and testing on all incoming mains services to ensure they do not pose an ignition risk.

We closely monitor arson incidences and where feasible, make improvements to the blocks security or management to prevent reoccurrence.

Residents must not use or store the following within communal parts of blocks:



Mobility Aids All non-motorised aids must be stored inside the home. Residents who required the use of a mobility scooter, must seek consent to store the scooter either inside the home or externally to the building (prior to purchase) from the aids and adaptations team. Scooters are not to be stored and/ or charged in communal areas.

Prams and Buggies All prams, pushchairs and children's buggies must be stored inside the home.

Chemicals, including paints, varnishes, brush cleaner, turps, petrol, oil, diesel, fertilisers, weed killer or cleaning fluids etc,

BBQ's or fuel for BBQ's, i.e. fire lighters, charcoal or briquettes.

Candles, tea lights, incense sticks, lighters or matches etc

Upholstered furniture or fabrics – i.e. padded chairs, armchairs, curtains, net curtains or wall hangings.

Plastics – i.e. plastic garden furniture, children's toys etc.

Recycling & Household waste – Recycling boxes/bins are to be stored externally to the building, refuse should be disposed off directly into the bin room/ chute not left outside flat doors.

Petrol Vehicles – mopeds, scooters, or any other petrol vehicles are not to be stored inside a resident's flats or in communal areas.

DIY Materials – wood, timber, mastics, glues, adhesives etc

Bicycles – Bicycles are to be stored either inside the home or externally to the building unless a designated facility is provided inside the block.

Clothing – All articles of clothing and footwear

This is not an exhaustive list and LBE reserves the right to request immediate removal of any item deemed to pose a risk.

Reading fire safety signage

The process for residents reading fire signs is important for safety and efficient evacuation in case of a fire or other emergency. These signs guide residents to safety, so understanding them is crucial. Here's an outline of the key steps and considerations for reading fire directional signs:

Colour code

Red: Fire-related signs (e.g., fire exits, fire equipment).



Green: Safe exit signs, indicating the direction to evacuate.



Yellow or Amber: Warning signs for fire hazards or safety zones.

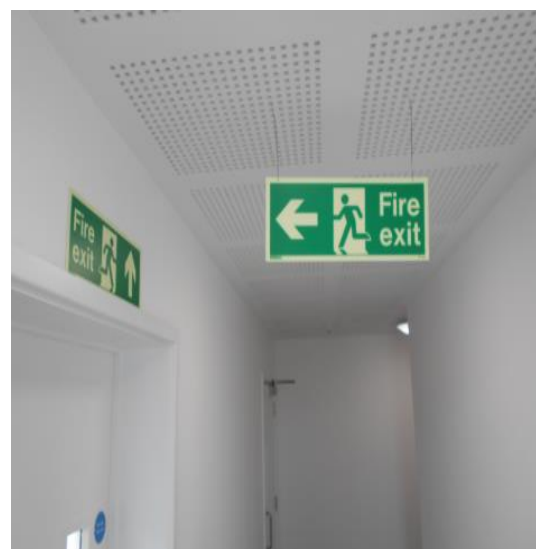


Blue: Signs that indicate mandatory actions related to fire safety (e.g., fire doors must remain closed).



Read the Arrows and Text

- **Arrows:** Arrows point to the direction of the fire exit, fire equipment, or escape routes. Follow them to ensure you are going the right way.



- **Text:** Clear text is often included in fire signs. The text should specify "EXIT," "FIRE EXIT," or other directions like "FIRE ESCAPE," "EVACUATION ROUTE," or "EMERGENCY EXIT."



Check the Location, Accessibility & Familiarise

- **Fire exits:** Fire directional signs should guide you to the nearest fire exit, which may be in hallways, staircases, or external escape routes.
- **Exit routes:** The signs may direct you to the nearest exit or the safest fire escape, which may differ depending on the building layout.
- **Multiple signs:** Some buildings have multiple fire exits, and signs should indicate the safest, quickest route.
- **Familiarise yourself with the building layout.** Knowing the fastest way out is essential in case of an actual emergency.
- **Clear Path:** Ensure that the path indicated by the sign is free from obstacles. Many buildings require that fire exits are well-marked and free of obstructions to ensure a safe and easy evacuation.



Ensure rules are followed

- **Mandatory rules:** Pay attention to instructions like "Do not use elevators" or "Stay calm." These are often included near fire exits.
- Always follow the instructions of fire safety personnel or emergency responders in the event of a fire, even if you know the route.
- In case of smoke or visibility issues, always feel the door handle before opening a door, and use alternate routes as needed.






Estate Inspection Process

Weekly, monthly & quarterly inspections are carried out and measure performance against the standards set out in the photobook :


GOLD
SILVER
BRONZE
UNCLASSIFIED

Very Good
Good
Bad
Very Bad

Estate standards are captured via a digital system called 'HouseMark Photobook'

1 Section A - Cleaning - Internal & External		
1.1 - Question Front entrance/Door Entry	1.1 - Responses G	
Q 1.1 - Photo 		
1.2 - Question Entrance lobby	1.2 - Responses G	
Q 1.2 - Photo 		
1.3 - Question Notice Board	1.3 - Responses G	
Q 1.3 - Photo 	Q 1.3 - Photo	



2 Section B - Housing Management - Internal & External		
2.1 - Question Are all notice boards in good condition and information up to date?	2.1 - Responses G	2.1 - Comments 10/10/2024 electronic noticeboard working well, noticeboard located on the lower ground information has faded and needs replacing.
2.2 - Question Is the estate free from bulk rubbish?	2.2 - Responses G	
2.3 - Question Do residents' gardens appear well maintained?	2.3 - Responses N/A	
2.4 - Question Is signage up to date and in good condition (e.g. Lift Evacuation, H&S, No smoking signs)? No = 0 & Yes = 3	2.4 - Responses Y	
Q 2.4 - Photo 		

Estate Standards Photobook Guide

Communal Lights

Checking of estate lights, including bulbs/tubes. Ensuring the cleanliness and effectiveness of light fittings and that they have dust free fittings external surface shades and covers.

Gold standard – Very good

The lights must be working and the light fittings should look as though it had recently been cleaned inside and out with no dirt or cobwebs on or around the fitting.



Silver standard – Good

Small amounts of dirt has begun to build up within the light shade and the occasional cobweb attached to the fittings, only minor attention is required.



Bronze standard – Bad

There is a build-up of dirt and cobwebs, and significant attention is required.



Unclassified standard – Very Bad

There is clearly a build-up of dirt and cobwebs inside and outside of the light fittings. The cleaning of the light fittings has been neglected and it may have cracks in the surround.



Please note, communal lighting concerns or communal timer resets can be raised to area.managers@enfield.gov.uk. On arrival, the caretaker will undertake a basic check and if required report any defects to Housing Repairs.

Lifts

To maintain the lift floor, walls and doors and the areas around them so they are free of litter, stains, unpleasant smells and hazardous deposits.

Gold standard – Very Good

The lift floor, doors, walls panels and frames are clean with no signs of dust or dirt and appear to have been cleaned regularly and there are no foul odours.



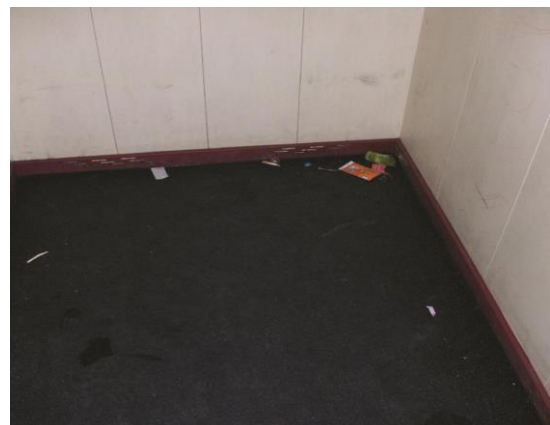
Silver standard – Good

Small bits of dirt present and some staining to walls between scheduled visits. The corners and runners are clear and floor appears to have been cleaned.



Bronze standard – Bad

Floors, walls and runners are dirty, excessive litter.



Unclassified standard – Very Bad

Build-up of dirt, litter, established stains, no evidence services have been provided.



Communal windows

The window has no dirt, dust, cobwebs and generally the level of cleanliness is excellent. The condition of the window, its frame or sill should not affect the judgment of its cleanliness.

Gold standard – Very Good

The window has no dirt, no dust, no cobwebs and generally the level of cleanliness is excellent.



Silver standard - Good

The window is in an acceptable condition.



Bronze standard – Bad

The condition of the window is in a poor condition (e.g. water streak on inside of the window; there is a build up of dirt and dust).



Unclassified standard – Very Bad

The condition of the window is very poor (e.g. frame and glass in excessive cobwebs, dust and dirt).



Ledges and window sills

Ledges and window sills are clean and free from dust and cobwebs.

Gold standard – Very Good

The condition of the ledges are in excellent condition (totally dust and dirt free).



Silver standard – Good

The ledges and sills are generally in good condition, typically no more dirt or dust than you would expect as the cleaning cycle permits.



Bronze standard - Bad

The ledges and window sills are in poor condition, with high build-up of dust and dirt e.g. evidence of old cobwebs, insects, dirt and litter.



Unclassified standard – Very Bad

The condition of the ledges are totally unacceptable, with excessive amount of dirt, dust and grime. It would also score an “Unclassified” if it was in a hazardous condition (e.g. broken glasses or mirror or sharp objects).



Entrance lobbies

These are very important areas of the blocks as the entrance halls and lobbies are what many residents and visitors see every time they enter and leave their buildings. It is often these areas that give an overall impression of the cleanliness of the block.

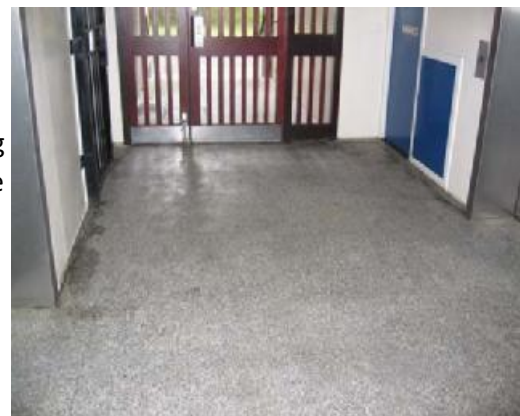
Gold standard – Very Good

There should be no evidence of dirt, dust or detritus in the corners and there should be no dirt or chewing gum stuck on the floor. The floors are swept and mopped and free from junk mail and newspapers.



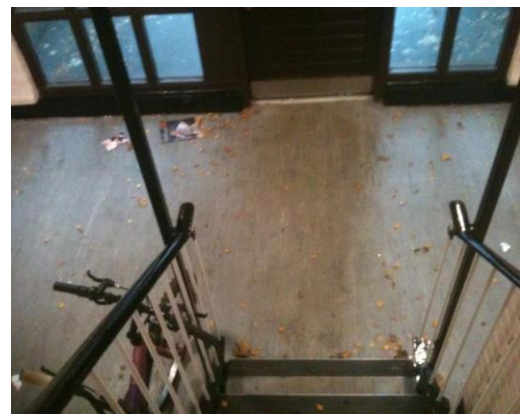
Silver standard – Good

There may be small bits of dirt present but at a level which is deemed acceptable. Investigation of the cleaning cycle will help determine what is acceptable in the course of time and what is not.



Bronze standard – Bad

There will be evidence of small amounts of dirt, detritus, litter and maybe cobwebs in the corners and dust along the top of the skirting board. There will be little evidence that the floors have been swept and mopped recently.



Unclassified standard – Very Bad

There is clearly a build-up of litter and the cleaning of the lobby has been neglected. A build-up of personal items is present causing a fire hazard in the building.



Handrails, bannisters and ledges

Clean handrails, skirting boards, ledges and banister rails.

Gold standard – Very Good

Handrails, banisters, ledges, switches clean and dust free.



Silver standard – Good

Little dusty, small bits of dirt present.



Bronze standard – Bad

The handrails, bannisters, skirting boards and ledges have dirty lower sections and there will be too much evidence of old cobwebs, dust and litter.



Unclassified standard – Very Bad

The hand rail and bannisters are too dirty to be used. There is no evidence that any surfaces of the handrails, bannisters, skirting boards and ledges have been wiped, dusted or cleaned.



Floors and Stairwells

To maintain all internal floor surfaces and stairs so that they are free of loose dust, litter, debris and stains.

Gold standard – Very Good

There should be no dirt, dust, detritus or litter on the stairs and floors. There should be evidence that they are swept, mopped and are clean to the touch.



Silver standard – Good

There is no dirt in the corners and no dirt stuck on the floor or stairs. The floors and stairs are swept and mopped. Dust, litter and marks likely between scheduled cleans.



Bronze standard – Bad

Little evidence of recent sweeping or mopping.



Unclassified standard – Very Bad

Obvious signs of excessive dirt and debris.



Walls

Clean, free of spit and general marks.

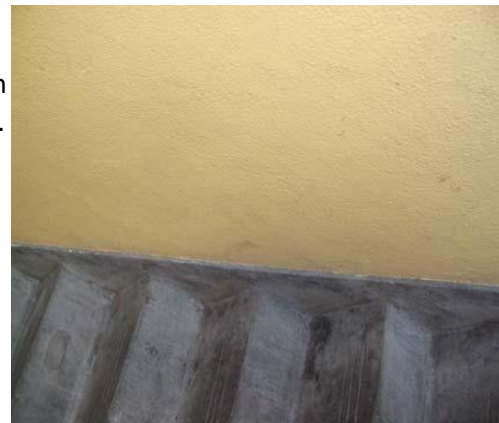
Gold standard – Very Good

The walls in all communal areas are very clean and have no scuffmarks or other dirt on them.



Silver standard – Good

The walls in the block's communal areas are generally clean but have a few isolated dirty marks or scuff marks on them.



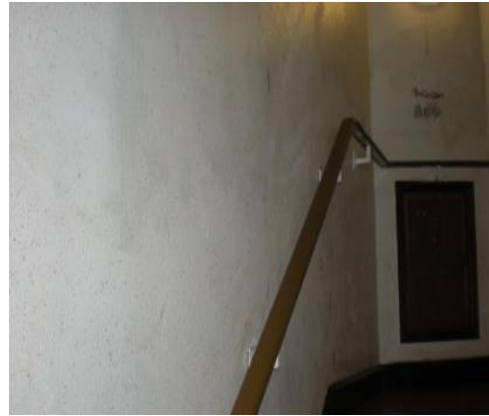
Bronze standard – Bad

The walls in communal areas have more than the acceptable level of dirt and scuffmarks on them. Examples of such marks could be pram tyre marks, dirty stains or evidence of food etc.



Unclassified standard – Very Bad

The communal walls are generally very dirty throughout the whole building and there is no evidence that any marks or dirt have been attended to recently.



Rubbish chutes

General condition, evidence of blockages and cleanliness of external parts of hopper head and surrounding walls and flooring.

Gold standard – Very Good

The hopper head is as clean as it can be and the floor and walls around the hopper head are also clean.



Silver standard – Good

The hopper head is not perfect, with maybe small bits of dirt present, but there is no rotten food and very little dirt on the outside.



Bronze standard – Bad

At least one chute within this block is much dirtier than it should be and access to it may also be blocked by rubbish in the surrounding area, making it difficult for the residents to use the chute.



Unclassified standard – Very Bad

At least one hopper head within the block is blocked with rubbish. There may also be evidence of rotting food and/or maggots within the hopper head.



Bin Areas

Clean and free from over-spilled rubbish.

Gold standard – Very Good

Bin areas clean and free from rubbish.



Silver standard – Good

Small amounts of litter on the floor and dirt has started to build up and only minor attention is required.



Bronze standard – Bad

There is a build-up of litter and dirt on the floor and significant attention is required.



Unclassified standard – Very Bad

There is clearly a build-up of litter and dirt. The cleaning of the bin rooms and refuse area has been neglected.



Fly tipping

Removal of bulk refuse and fly tipping from all internal and external areas.

Gold standard – Very Good

The areas inside blocks and around the estate are completely clear bulky waste with no evidence of fly tipping.



Silver standard – Good

A single item on a single landing or communal area has been noted which is not obstructing the way or causing a hazard. Generally the internal and external areas are free of fly tipping and bulk refuse items.



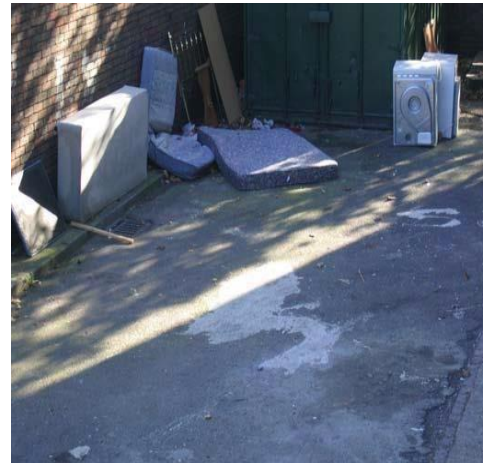
Bronze standard – Bad

The internal areas within blocks and external areas around the estate have more than a solitary item of fly tipping or bulk refuse. There may be black bags or packaging in communal areas, items of furniture in the landing corner, shopping trolley in the corridor or rubbish deposited in chute area. Generally, there are more items than would be acceptable.



Unclassified standard – Very Bad

There are multiple items of fly tipping or bulk refuse in internal areas of blocks or the surrounding areas around estates. There may also be unsecured white goods on a communal landing or items of furniture just left in a communal area. Lumber may have been moved to a single location but is left unsecured and could cause injury or potential fire hazard.



Graffiti

Removal of graffiti from communal areas (both internal and external areas)

Gold standard – Very Good

These areas typically do not have **any graffiti** and no graffiti can be found anywhere within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



Silver standard – Good

There may be an area with a very small and isolated area of **graffiti** within in the building/block, on the outside walls or anywhere in the surrounding/communal areas.



Bronze standard – Bad

There are at least two areas with **graffiti** found in different places within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



Unclassified standard – Very Bad

This is when the levels of graffiti within the area are totally unacceptable and would constitute an immediate service failure. This would automatically be the case where excessive and offensive levels of **graffiti** are found either within the building/block, on the outside walls or anywhere in the surrounding/communal areas.



Car parks

Swept and free from litter, bulky waste and weeds

Gold standard – Very Good

Car park areas have no litter or leaves, are well marked out and provide an acceptable and safe area for residents to park their cars.



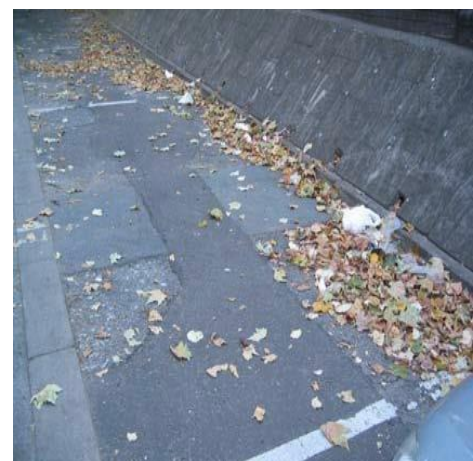
Silver standard – Good

During certain times in the year heavy leaf fall will need to be considered. There may be a small amount of litter but investigation into when the most recent clean took place, would determine if it is acceptable. The white parking lines should be evident even if they are in need of a little attention.



Bronze standards – Bad

Typically have a higher build-up of litter e.g. litter/tin cans, newspaper, old leaves etc. than could be deemed acceptable whatever the cleaning cycle may be.



Unclassified standards – Very Bad

The cleanliness of the car park is totally unacceptable and would be deemed a failure of service delivery. There will be excessive amounts of weeds, litter, leaves or hazardous materials (e.g. broken glasses sharp objects).



Garages and garage areas

Garage areas are clear of litter, weeds, debris and garages are usable, have good access and lockable doors and free of graffiti, vandalism and fly tipping.

Gold standard – Very Good

Garage areas should typically be clear of litter, weeds, debris. Garages should be useable, have good access, be free of graffiti, fly-tipping and vandalism and have lockable doors.



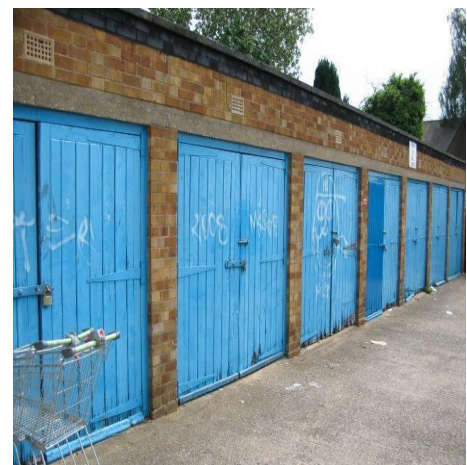
Silver standard – Good

Garage area is reasonably clean and well maintained but may be requiring a little work to bring back to top standard. It may contain small amounts of weed growth or inoffensive graffiti, but generally the garage structure and doors should still be in a good state of repair.



Bronze standard – Bad

Garage areas should be in an acceptable condition but could contain some small amounts of debris and refuse. There may be small amounts of reported but not removed fly-tipping, weed/moss growth, insignificant evidence of inoffensive graffiti and minor vandalism and some evidence of disrepair.



Unclassified standards – Very Bad

The garage areas would have an excessive build-up of litter and debris; evidence of bulk refuse present that has not been removed or made safe and/or reported. There will also be evidence of hazardous materials and the garages would perhaps require significant repairs in order to bring them back to a Gold or Silver standard.

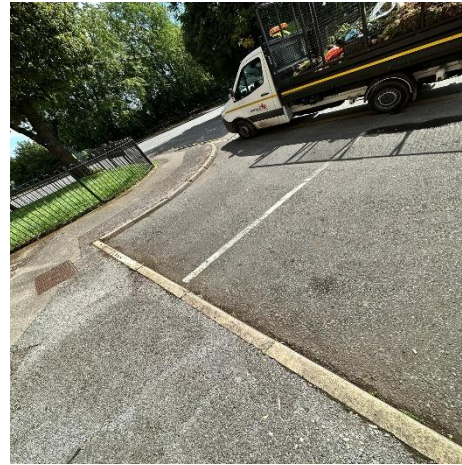


Pathways, roads and drying areas

Swept free from litter, leaves and weeds

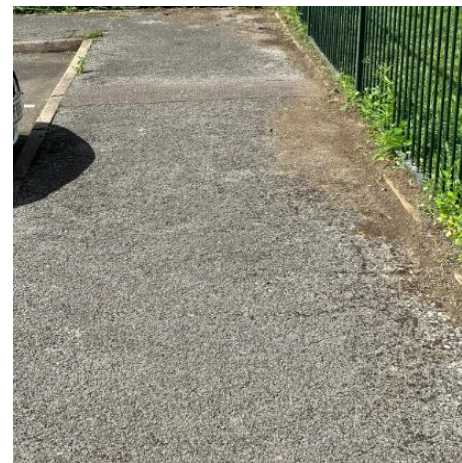
Gold standard – Very Good

The paths, roadways and communal drying areas, throughout the estate or around the blocks are very well kept and there is no evidence of leaves, litter and sharp objects.



Silver standard – Good

These paths and roadways typically have no more litter and detritus than you would expect as the cleaning cycle wears on.



Bronze standard – Bad

Paths and roadways around the blocks/estates/areas typically have high build-up of litter and debris (e.g. litter/tin cans, newspaper, old leaves etc.)



Unclassified standard – Very Bad

On inspection, you may find excessive amount of litter, old leaves or hazardous conditions are found (e.g. broken glasses or sharp objects).



Play areas

Swept free from hazards, litter and weeds.

Gold standard – Very Good

Play areas are typically very good, no leaves, no litter and no sharp objects. All play equipment shall be in working order with no broken seats, safety rails etc. There should also be some seating areas, with the seats in a good condition, within the play area.



Silver standard – Good

Play areas typically have no more litter than one would expect as the days wears on.



Bronze standard – Bad

Play areas have an unacceptable build-up of litter e.g. litter/tin cans, newspaper, old leaves etc. There may also be slight damage to the play equipment and/or the seating within the play area.



Unclassified standard – Very Bad

Play areas are unacceptable, with excessive amount of litter or hazardous conditions (e.g. broken glasses or sharp objects). Any serious damage to play equipment should also result in an immediate service failure.



Weed growth

When judging weed control the person carrying out inspections should enquire as to what the weed control cycle is for the organisation. Weed control should be carried out 2 or 3 times a year to control weeds between the carrying out of programmed annual work.

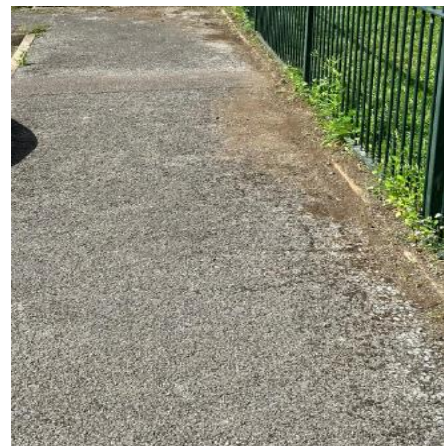
Gold standard – Very Good

The area is completely free of weeds. Evidence suggests that any weeds that have existed have been killed and all dead weeds removed.



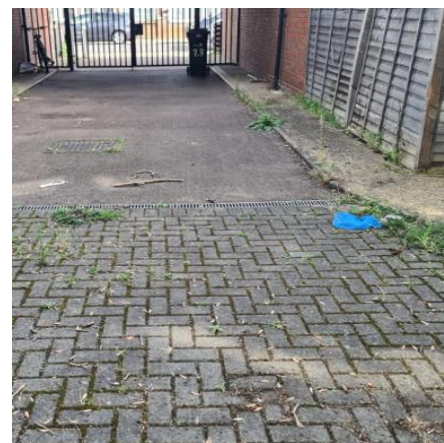
Silver standard – Good

The area is generally free of weeds. Any weeds that are evident will be dealt with by seasonal maintenance or a little attention from caretakers.



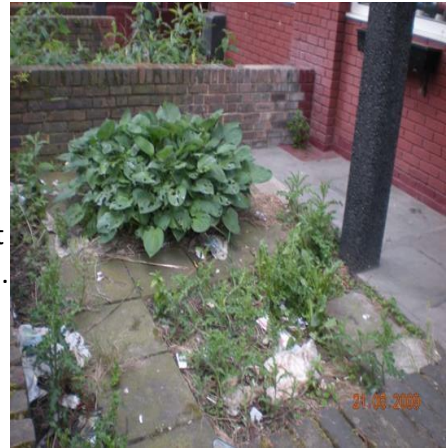
Bronze standard – Bad

As well as weeds that are still alive there is evidence of weeds that appear to have been sprayed but have not been removed or not sprayed for a long period. Weeds in this category will appear to have been there for some time and there is little evidence that annual or routine maintenance has taken place.



Unclassified standard – Very Bad

There is evidence of large amounts of well established, as well as new weeds that appear to have never been attended to. There will be no evidence that any annual or routine maintenance has taken place or that any other weed control has been carried out. There may also be evidence of weeds that have been sprayed a long time ago and have not been removed.



Grassed areas

The cutting and maintenance of all grassed areas

Gold standard – Very Good

The grassed areas look as though they have been recently cut and are well maintained, with **little evidence of weeds and good quality grass**. The edges of the grassed areas should be cut back to their original line and not spreading over pathways and flower and shrub beds.



Silver standard – Good

The grassed areas are in need of some minor attention but are likely to be restored with routine maintenance or maybe more frequent cutting. The grass is reasonably well maintained and has little evidence of weeds. There should be evidence that an attempt has been made to cut the grassed areas back to their original line and they are not spreading over pathways and flower and shrub beds.



Bronze standard – Bad

Grassed areas are overgrown, do not appear to have been cut as per the programme or to meet the service standards. The grass is generally in poor condition and needs to be cut back or trimmed. There may also be transgression of grass away from its original line, onto footpaths and into flower and shrub beds.



Unclassified standard – Very Bad

The grassed areas appear to have not been attended to for some time e.g. growth of grass onto footpaths, and length of grass. The grassed areas are also of an unacceptable quality and although 'green' consist mainly of weeds.



Shrub and hedge maintenance

Free from leaves, litter and weeds, chippings/mulch kept within beds, not overgrown or obstructing paths.

Gold standard – Very Good

Shrub beds and hedges are well maintained, they have been attended to by annual maintenance, have been cut back and are attractive to the eye. There should be no shrubs or hedges that have overgrown footpaths, grassed areas and parking or seating areas.



Silver standard – Good

Shrub beds and hedges are generally well maintained, but there is evidence of both new and established growth that requires routine attention. Shrubs or hedges should not yet be overgrowing footpaths, grassed areas and parking or seating areas.



Bronze standard – Bad

Shrubs or hedges are generally in need of some immediate attention. They are overdeveloped and look like annual maintenance has not been adequate and attention should be paid to them as soon as possible. Shrubs or hedges may have started to overgrow footpaths, grassed areas and parking or seating areas but are not making them impassable or constituting a hazard to residents.



Unclassified standard – Very Bad

There is evidence that in a number of areas shrub beds or hedges are overgrowing footpaths, grassed areas and parking or seating areas. Shrubs and hedges look to have not been attended to for a long period of time and have the potential to be a hazard or risk to residents. Shrubs and hedges in this condition would be considered a service failure and would require immediate attention.



Trees

Overgrown shoots and saplings cut back and hanging branches removed.

Gold standard – Very Good

Trees will have an upright structure with no lean, no structural weaknesses and shall have a crown that is of a healthy green colour. There should be no deadwood or diseased limbs. Trees should not be blocking light from resident's windows or causing a hazard to pavements, walkways, car parking areas or other communal areas.



Silver standard – Good

Trees will have an upright structure or minimal lean, may possess minor structural weaknesses and generally have a crown that is of a healthy green colour. There should be no major deadwood or diseased limbs. These trees should not be blocking light from resident's windows or causing a hazard to pavements, walkways, car parking areas or other communal areas.



Bronze standard – Bad

Trees will be medium leaning, show signs of some structural weaknesses and/or have some deadwood within the crown. They may also, without some attention, in future potentially block light from resident's windows and overhang or cause a hazard to pavements, walkways, car parking areas or other communal areas unless attention is paid to them.



Unclassified standard – Very Bad

Trees that are heavily leaning, have major structural weaknesses and/or have major deadwood within the crown or show signs of disease (yellowing of the foliage). They may also be seriously blocking light from resident’s windows and overhanging or causing a potential hazard to pavements, walkways, car parking areas or other communal areas.



Resident Vulnerability



**ARE YOU DISABLED?
ARE YOU VULNERABLE?
ARE OUR RECORDS UP TO DATE?**

SCAN THE CODE



TO UPDATE YOUR RECORDS

www.enfield.gov.uk

As part of our ongoing efforts to support vulnerable residents, if staff suspect a vulnerability within the household or the resident would like to raise a vulnerability for themselves or a neighbour this can be updated via our online form.

The ‘Concern card’ is held by the housing team to ensure important information about the vulnerable/ suspected vulnerable resident can be captured. This can also be completed directly by the resident.

Alternatively, you can speak with your estate caretaking operative, first response housing officer or community partnership manager who will be able to assist you with completing this form.

Complaints or concerns

Residents can report any problems or make a formal complaint online <https://new.enfield.gov.uk/contact-us/are-you-unhappy-with-something/>

