

Estate Services is the term we use for the work we do where Hexagon are responsible for the environment around your home. It includes things like:

- Cleaning communal areas, staircases, entrances. Looking after communal gardens or planted areas.
- Keeping car parking areas clean and tidy. Keeping bin sheds/areas clean and tidy.
- Repairing items such as windows in communal areas.
- Making sure all footpaths etc are clean and safe.
- Removing abandoned vehicles and rubbish.
- Removing graffiti.

Our aim is to provide high quality estate services, and our minimum service standards are set out below:

- Details of the specific estate services provided where you live will be posted on your Notice Board, with full details available on request.
- Cleaning visits will be weekly or fortnightly, depending on your local contract.
- Grounds maintenance visits will be sufficient to ensure that all grounds or planted areas are maintained.
- All areas where estate services are provided will be inspected by Hexagon staff regularly (at least once every six months – depending upon the risk assessment)
- At least every six months, we will arrange a full estate inspection. Residents will be invited to attend.
- We will start action to remove abandoned vehicles within 5 working days of notification.
- Fly-tipped or bulky rubbish will be removed within 5 working days of being reported. Hazardous waste or rubbish that is blocking the way will be removed within 24 hours.
- Repairs to communal areas will be carried out within Hexagon's published repairs priority timescales.
- Light bulbs will be replaced within 5 working days of being reported.
- Full details of the cost of providing the services, and your service charge, will be provided annually.
- Graffiti will be removed within 10 days and offensive or dangerous graffiti will be removed within 24 hours.
- We will involve residents in any proposals to change the services provided.

If you would like this document produced in your own language, in Braille, large print or audio, please let us know.