



Estate environment services

Introduction

This leaflet tells you about the services you can expect from Estate Environment Services, when to expect these services, who will deliver them and how you can contact the cleaning team for your area.

This represents our commitment to continuously improving and co-ordinating quality services to you, our customers. This leaflet also tells you how you can get involved to keep an eye on what we are doing in your area and make your suggestions.

We hope you find this leaflet informative and useful.

Our commitment

We aim to provide a high quality and responsive estate cleaning and grounds maintenance services.



Our approach is to:

- Publish our cleaning standards and grounds maintenance schedules in a visible location on estates and on our website www.hackneyhomes.org.uk
- Provide an emergency service at weekends. Access this service on Tel: 020 8986 4707
- Provide examples of our required cleaning standards on request, including photographic examples of the standard
- Clean areas identified as 'hotspots' (such as close to shopping centres, clubs, public houses, transport links or areas identified with ASB issues), either on Saturday or Sunday, or on both days, depending on need
- Carry out bulk refuse collections weekly, in line with published schedules

Our service standards...

- We will hold programmed quarterly estate walkabouts with tenants
- We will raise orders on the same day for any work that is required
- We will undertake cleaning on estates every day. This includes: cleaning communal entrances; sweeping courtyards, paths and roads; keeping lawns and flowerbeds clear and safe by removing litter and dangerous waste; keeping the bins and bin areas clean and clear; and replacing broken bulbs

- Estate cleaners will clean the inside of windows in communal areas, in line with our published window cleaning schedules.
- We will remove offensive graffiti within 3 hours of being reported. Other graffiti will be removed within 4 working days of being reported
- We will ensure the grounds of estates are well maintained by keeping plants in good health; pruning shrubs; and preventing the build up of leaves in Autumn

How will your estate be cleaned and what should you expect

Our Estate based cleaning operatives will keep your estate at an acceptable, clean standard on a daily, weekly and programmed basis. While the tasks will vary on occasions, the tasks to be undertaken are as follows:

On a daily basis we will:

- Sweep, litter pick, spot mop or fully mop communal entrances and lifts.
- Litter pick lawns and flower/shrub beds and litter pick or sweep footpaths and estate roadways.

- Rotate waste containers and sweep out chambers.
- Address any immediate health or safety hazards.
- Check chutes and hoppers and unblock when necessary.
- Check light bulbs as part of the regular daily routine. Where possible, broken bulbs will be replaced by the Estate Cleaner. Where this is not possible the fault will be reported to the Repairs Service.

This will usually be carried out in the mornings except weekends and bank holidays, when the whole day will be used to bring the estate up to an acceptable standard.

Once a week we will:

- Sweep, litter pick, spot mop or fully mop stairs and landings.
- Remove graffiti from those areas where it is possible to do so (within one [1] working day for graffiti of a racist or sexual nature).
- Wash out refuse chambers. This work is normally done in the morning.



Programmed work

As a team, the cleaners will clean each block in their allocated area to a published, pre-planned schedule which includes the contact details of your local Area Manager and Supervisor.

The activities included are:

- Washing down of all walls, doors, chute hoppers and balustrades, including removal of graffiti, where possible.
- Cleaning of all windows where it is safe to do so.
- Cleaning of all light fittings and replacement of bulbs when necessary.



- Clean lift doors and walls when necessary.
- Checking of light bulbs will be undertaken during the scheduled block cleaning programme. Where possible broken bulbs will be replaced by the Estate Cleaner. Where this is not possible the fault will be reported to the Repairs Service.

This work is normally undertaken during the afternoon.

Additional cleaning support on our estates

The Estate Cleaning Service also has two Central Teams (North & South), to support estate based staff to:

- Provide mechanical sweeping to areas on a published programmed basis.
- Provide a published, pre-planned Bulk Refuse removal service to all estates.
- Deep clean by power washing those areas of an estate where it is practicable and safe to do so.
- Remove Graffiti from those areas where it cannot be removed by hand.
- Provide weeding, leaf clearance and “blitz” teams when necessary.
- Provide additional support to estate-based staff when necessary.

- Provide a bin refurbishment programme for the Borough.
- Provide mobile cleaning to satellite blocks Neighbourhood Office.

Grounds Maintenance

We will:

- Cut the grass approximately sixteen times a year between March and November, and four times between December and February
- Prune shrubs between November and March
- Weed shrub and flower beds
- Maintain all trees on communal land to a safe and healthy standard

How we will keep to these standards

We will do 'on the spot checks', while work is in progress and carry out inspections when work is completed. All inspections will be recorded and monitored to ensure that work is satisfactory and to the highest possible standard.

We will ask you and other residents what you think about the service. This may be done through questionnaires and surveys or may be through a more informal setting, like at a resident association meeting.

We will also carry out regular estate 'walkabouts' with residents to ensure that the standards we have set are being kept to.

How you can get involved

As a resident, you are best placed to contribute to the important decisions about your home and your environment. We believe in local solutions for any local issues that may arise. We want more local residents to get involved in inspecting standards on their estates and training on how to do this will be made available.

If you are interested or want to find out more about this please contact the Resident Participation Team on 0208 356 7845 or email getinvolved@hackneyhomes.org.uk



How you can contact us

If you have any enquiries, your first point of contact is your neighbourhood office.

For any complaints regarding the cleaning of your block and the communal areas on your estate, grounds maintenance, bulk collection and graffiti contact Hackney Homes Call Centre on 020 8356 3691.

Waste Services team can be contacted by calling our Wasteline service on 020 8356 6688.

This team can assist with:

- missed refuse or recycling collections or reporting an obstruction that is preventing access to the estate property
- dangerous or inconsiderate waste disposal
- bulky waste collection see below for details
- information on recycling in Hackney

The bulk waste collection service is for items such as fridges, cookers, and sofas which are left on the street.

Your local neighbourhood housing offices

Homerton Neighbourhood Office

92 Well Street, London, E9 7JA
Tel: 020 8356 7800

Queensbridge and De Beauvoir Neighbourhood Office

31 De Beauvoir Road, London, N1 5SJ
Tel: 020 8356 6600

North East Neighbourhood Office

Clock House, 149 Stamford Hill,
London, N16 5LG
Tel: 020 8356 6500

North West Neighbourhood Office

Stoke Newington Municipal Building,
Stoke Newington Church Street,
London, N16 OJR
Tel: 020 8356 6100

Shoreditch Neighbourhood Office

1 Cropley Street, Bletchley Court,
London, N1 7PT
Tel: 020 8356 6705

Tenant Management Offices

Arden TMO

16A Malcolm House,
Arden Estate
Shoreditch
London N1 6PN
Tel: 020 7739 7075

Clapton Park TMO

The Housing Office
4A Gilpin Square
London E5 0HL
Tel: 020 8356 6300

Cranston South Estate TMO

13 Daniell House
Cranston Estate
London N1 5EH
Tel: 020 7684 6873

Downs Estate TMO

5 Kingsdown House
Amhurst Road
London E8 2AS
Tel: 020 7923 9053

Lordship South TMO

14 Lordship Grove
London
N16 OQA
Tel: 020 8211 8363

Suffolk Estate TMO

The Housing Office
Welshpool Street
London E8 4PF
Tel: 020 7923 3774

Tower TMO

Grange Court
355 Queensbridge Rd
London E8 3JB
Tel: 020 7254 8314

Wenlock Barn TMO

Wenlock Barn
Shoreditch
London
N17NX
Tel: 0207 253 2371

Wick Village TMO

Anchor House
25 Meadow Close
Wick Village
London E9 5NZ
Tel: 020 8533 4311

Wyke Estate TMO

Estate Office
10 Wick Road
London E9 5AZ
Tel: 020 8533 6077

You can also access information
through our website at

www.hackneyhomes.org.uk

This leaflet is informing you about the standards of estate refuse collection, cleaning and grounds maintenance that you can expect from us. If you would like this in your language, you can call our contact centre on 020 8356 3691 or tick the required language below and return to the freepost address below.

Bengali

এস্টেটের আবর্জনা সংগ্রহ, পরিষ্কারকরণ এবং ভূমি রক্ষণাবেক্ষণের যে মানদণ্ডটি আপনি প্রত্যাশা করতে পারেন সে সম্পর্কে এই প্রচারণায় আপনার জন্য তথ্য রয়েছে যদি আপনি এটি আপনার নিজের ভাষায় চান, তাহলে আপনি 020 8356 3691 নম্বরে আমাদের কন্টাক্ট সেন্টারকে কল করতে পারেন যথবা নিচের প্রয়োজনীয় ভাষায় টিক দিন এবং এটি নিচের ফ্রীপোস্ট (ডাক টিকেট লাগবে না) ঠিকানায় ফেরত পাঠান।

Somali

Warqaddan waxay kuu sheegeysaa waxyaalaha ku saabsan heerarka ururinta qashinka ee dhismaha, nadaafadda iyo dayactirka garoonka ee aad naga rejeyn karto. Haddii aad jeclaan laheyd arintan oo luuqaddaada ah, waxaad ka wici kartaa xarunteena xiriirka halkaan 020 8356 3691 ama hoos ka sax luuqadda aad u baahan tahay kuna soo celi cinwaanka hoose ee boostada bilaashka ah.

French

Ce feuillet vous donne des informations sur les normes que nous suivons pour le ramassage des poubelles dans la cité ainsi que le nettoyage et l'entretien des espaces verts. Si vous désirez avoir ces informations dans votre langue, appelez notre centre de contact au 020 8356 3691 ou bien cochez la langue requise et renvoyez le coupon à l'adresse port payé ci-dessous.

Spanish

Este folleto le informa sobre los estándares de la recolección de residuos de haciendas, limpieza y mantenimiento de suelos que puede esperar de nosotros. Si desea una traducción de este documento, sírvase llamar al centro de contactos al 020 8356 3691 o marque el símbolo tick (✓) en la casilla apropiada y reenvíe este formulario por freepost a la dirección que aparece abajo.

Kurdish

Ev belavok li ser standardên siteyê yên komkirina avêtîyan, paqijî û lénêrîna zemînan ku hun dikarin ji me hêvî bikin, agahiyê dide we. Heke hun wê bi zimanê xwe dixwazin, hun dikarin li 020 8356 3691an telefônî Navenda Têkîlyan bikin, an jî li jêr zimanê pêwîst îşaret bikin û ji navnîşana posta bêpere ya jêrî ne bişînin.

Turkish

Bu broşür, bizden bekleyebileceğiniz sitenin çöp toplama, temizleme ve zemin bakımı standartları hakkında size bilgi vermektedir. Bu broşürü kendi dilinizde istiyorsanız, 020 8356 3691'den ilişki Merkezi'ne telefon edebilir, ya da aşağıda gerekli dili işaretleyerek, aşağıdaki ücretsiz posta adresine gönderebilirsiniz.

Polish

Ulotka podaje informacje na temat standardów jakich możiesz od nas oczekiwać odnośnie zbiórki śmieci, sprzątanía i utrzymywania terenów zielonych. Jeśli chciałbyś/labyś otrzymać ulotkę w języku ojczystym, zadzwoń do naszego punktu informacyjnego pod numer telefonu 020 8356 3691 lub pos-taw znaczek we własowym kwadracie i prześlj pocztą zwolnioną od opłat na adres podany poniżej.

Vietnamese

Tờ rơi này thông tin cho quý vị biết các chuẩn mực về việc thu gom phế thải bất động sản, dọn dẹp và bảo trì các khu đất mà quý vị có thể kì vọng từ dịch vụ của chúng tôi. Nếu quý vị muốn có thông tin này bằng ngôn ngữ của quý vị, quý vị có thể gọi điện cho trung tâm liên lạc của chúng tôi theo số 020 8356 3691 hoặc đánh dấu vào thứ tiếng được yêu cầu dưới đây và gửi lại bằng thư theo địa chỉ người nhận trả cước bưu điện dưới đây.

Urdu

یہ پرچہ آپ کو عمارتوں کا کوڑا کرکٹ اٹھانے، صفائی ستھرائی اور اراضی کی رکھاؤ سے متعلق ان معیارات کی بارے میں بتانا ہے جن کی آپ ہم سے توقع کر سکتے ہیں۔ اگر آپ ایسے زبان میں چاہتے ہیں تو آپ ہمارے رابطہ مرکز کو 020 8356 3691 پر کال کر سکتے ہیں یا ذیل کی مطلوبہ زبان پر نشان لگائیں اور درج ذیل مفت ڈاک بیٹے پر واپس بھیج دیں۔

Chinese

本手冊為您提供您期望我們做的垃圾收集、清潔和地面維護的標準。如果希望得到您的母語版本，請打電話給我們的聯絡中心 020 8356 3691，或者勾出下面的語言，回寄到以下免郵資地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print

On Disk

In Braille

On audio tape

In another language, please state:

Name:

Address:

Tel:

Return to: Estate Cleaning, Grounds Maintenance and Waste Management Leaflet, Freepost, NAT21828, 136 – 142 Lower Clapton Road, London E5 0QD LBH