

Neighbourhood Management Service Standard



Our aim: Cartrefi Cymunedol Gwynedd aims to provide an effective Neighbourhood Service to improve services and the appearance of homes and Estates in our communities

We will:

Give you prompt attention

- Have a member of the Neighbourhood Services Team contact you within 1 working day of receiving your complaint
- Formally acknowledge your complaint in writing within 5 working days
- Investigate reports of abandoned properties and/or illegal occupation and take appropriate action
- Respond to complaints about your Estate / Neighbourhood within 10 working days. A member of the Neighbourhood Services Team will visit the area and depending on the severity of the problem, address the problem with the appropriate tenant or agency

Be pro active in managing your Neighbourhood

- Have our Community Wardens visit your Neighbourhood periodically
- Act swiftly to reports where communal areas or flats are subject to cleanliness issues, in accordance with the specification of cleaning contracts and arrangements. We will arrange for a member of the Neighbourhood Services team to visit the site within 3 working days and arrange for cleaning
- Monitor the standard of cleanliness in communal areas of flats that are subject to cleaning contracts
- We will endeavour to visit the site within 1 working day if the problem reported is severe and prejudicial to health and safety
- Monitor ground maintenance contracts, ensuring work is completed accordingly to bring the site up to an acceptable standard
- Inspect sites where rubbish has been dumped on our land. We will arrange for rubbish to be removed but also make enquiries as to whom is responsible

Work in Partnership with other agencies

- Co ordinate and co operate with other agencies such as Gwynedd Council, Police, Fire Service and others to implement projects aimed at making a difference to your estate, such as clean up days
- Engage and consult with Tenants and residents groups on changes and improvements to the neighbourhood

When we don't get it right

- We aim to do everything right and correct our mistakes.
- If you are unsatisfied with the service you have received you can let us know by telephone, letter, email or in person in any of our offices.

Service Standards Review

- We will review these service standards 12 months after they were first established and thereafter every 3 years