

Estate Services Policy

1. Introduction

- 1.1 We provide estate services on our housing developments that offer value for money for customers paying service charges.
- 1.2 We work closely with local authorities to understand what services they provide. We check if these services meet our customers' needs. We review what is available, choose the best options, and involve customers in choosing who delivers these services.
- 1.3 This policy supports compliance with applicable legal duties, statutory guidance and regulatory standards relating to estate services. It helps us keep shared spaces and communal areas safe, clean and well maintained, and explains how we work with customers, local authorities, contractors and other organisations to manage estate issues in a lawful, fair and evidence-based way.

2. What services will we provide?

- 2.1 We provide a range of estate services across our developments. These services help keep shared areas clean, safe and well maintained. They include:
 - Communal cleaning
 - Removing bulky waste and fly tipping
 - Gardening for shared outdoor spaces
 - Tree surveys and tree work
 - Playground and recreational area checks
 - Pest control (see our separate Pest Control Policy)
 - Concierge and security services at selected schemes.



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- 2.2 The type of services we provide depends on the size, layout and location of the homes, and on what our customers need. Services may be delivered by:
- An on-site customer caretaker
 - A mobile caretaking team covering the area
 - Specialist cleaning or grounds maintenance contractors.
- 2.3 This policy explains what we are responsible for as a landlord and what we are not. When something is outside our responsibility, we will guide customers to the right support. This may include local partners or schemes that offer help, such as tree maintenance or tool hire.
- 2.4 This policy applies unless a customer's tenancy, lease or transfer agreement says something different. Where contractual terms vary, the relevant agreement takes priority. This may differ by scheme. Where costs are recovered through a variable service charge from leaseholders or shared owners, we will also comply with any applicable statutory consultation requirements, including section 20 of the Landlord and Tenant Act 1985, where relevant.

3. Service standards

- 3.1 We have agreed the following set of service standards with customers and key stakeholders. These standards apply to properties where there is an agreed service in place.

Service	Frequency of works
Cleaning	We usually clean communal areas every week. Some schemes may follow a different schedule depending on specific needs.
Grounds maintenance	We usually attend every two weeks. Some schemes may need a different frequency based on their layout and requirements.

Reported bulk waste collections	We aim to collect bulky waste within five working days.
Tree services	The frequency depends on Tree Preservation Orders or other local requirements.
Playgrounds/recreational areas	The frequency depends on the size of the space and the level of risk.
General enquiries	We will respond within five working days.

- 3.1.1 Sometimes we may need to act faster for urgent issues, and some (more complex) jobs may take longer.
- 3.2 Customers can request a service through MyAccount or through the Customer Contact Centre. Information about common concerns can be found on our website.
- 3.2.1 We acknowledge service requests within 24 hours. We aim to progress them within five working days unless emergency action is needed.
- 3.3 We understand that some customers may need extra support due to age, disability, health conditions, communication needs, or other personal circumstances. When this applies, we will consider each situation individually and, where appropriate, make reasonable adjustments to how services are accessed or delivered, in line with the Equality Act 2010 and our relevant support and prioritisation policy.
- 3.3.1 We record information about a customer's needs, preferences and any agreed reasonable adjustments through our onboarding and customer profiling processes. Customers can tell us about any changes by contacting the Customer Contact Centre or speaking to their Property Manager. Personal data will be handled in line with UK GDPR, the Data Protection Act 2018 and our data protection policies.

4. Communal cleaning

4.1 We work with customers to agree clear standards for cleaning shared areas. These may also be agreed with the relevant trust, landlord or local authority where this applies.

Customers can give feedback through MyAccount, the Customer Contact Centre or by taking part in resident panels.

We share copies of the cleaning standards where we can. We also display them in communal areas when possible.

We'll:

- Clean shared areas using standards set by the British Institute of Cleaning Science (BICS).
- Use cleaning products that meet the requirements of the Control of Substances Hazardous to Health Regulations 2002 (COSHH).
- Clean communal windows, both inside and outside, where they can be accessed safely and where this is our responsibility. Some private windows may also be included if set out by Housing Management.
- Inspect and clear gutters in communal areas each year and carry out extra work where needed.
- The type and level of cleaning may vary based on:
 - Responsibilities set out in individual leases. Lease terms take priority.
 - Whether a managing agent is involved. Their role may affect how cleaning is delivered and overseen.

5. Bulk refuse and fly tipping removal

5.1 Bulky items include things like furniture, large appliances and white goods. These are items you would normally take with you when moving home. Fly tipping is illegal.

5.2 When we find dumped items, we'll look for any evidence that identifies who left the items. If we find this, we will take action in line with our Recharge Policy and our Anti-Social Behaviour and Hate Crime Policy. Actions may include warnings, recharging the cost, or legal action.

- 5.3 Customers can report fly tipping through MyAccount, the Customer Contact Centre or by speaking to their Property Manager.
- 5.4 Customers must dispose of bulky waste correctly and in the right locations. We will give clear guidance on what counts as bulky waste and how to arrange a collection. If items are left in the wrong place, we will investigate and may recharge the person responsible. If we cannot identify who is responsible, we will assess the issue and take the most appropriate action.
- 5.5 We may move bin stores to a different area if this helps prevent fly tipping by non-customers.
- 5.6 We'll provide clear advice on how to dispose of large items. We'll also help customers understand how to use bins correctly to prevent contamination. We will install simple, easy to read signs on bins to support this.
- 5.7 Customers can find more information on bulky waste, and how to arrange removal on our customer website.

6. Gardening

- 6.1 We look after gardening in shared outdoor areas where this is our responsibility.

We'll:

- Follow clear procedures for maintaining landscaped areas. This includes setting clear specifications and checking the quality of work carried out.
- Choose plants that suit the space and how it is used. For example, we avoid poisonous plants in areas where children play and may use prickly plants in places where we need to deter intruders.
- Use plants that are resilient, low maintenance and suitable for the local environment. This helps us keep the area attractive and sustainable.
- Care for existing plants and mow communal lawns regularly.

7. Trees

7.1 This section covers trees in shared areas such as estates, housing schemes, garages and offices. It also covers homes we manage for other landlords.

If a customer's lease or agreement says someone else is responsible for tree care, their responsibility applies instead.

7.2 We want our estates to be safe and well maintained. We will prune or remove a tree if it is:

- Dead, diseased, or dying
- Dangerous (i.e., through storm damage)
- Causing damage, or likely to cause damage to property
- Breaking Highway Regulations
- Identified for action as part of our maintenance programme

7.3 We do not routinely check trees in private gardens or areas that are not communal.

If a customer spots something unsafe, such as a leaning tree or broken branches, they should tell us. We will check the issue and take action if needed.

7.4 If we manage a home on behalf of another landlord, the management agreement will explain who is responsible for the trees.

7.5 We carry out tree surveys on a risk-based basis and at least every two years for the trees we own that need monitoring, unless a more frequent inspection is justified by condition, species, location, previous findings or another identified risk. These surveys help us keep accurate records and meet legal, health and safety and maintenance requirements. All surveys are completed by suitably trained and competent persons. Where tree works may affect protected trees, conservation areas, nesting birds or other protected wildlife, we will comply with any applicable consent, notice or ecological requirements before work starts, except where emergency action is required to remove an immediate risk

7.6 We store all records relating to tree services on our internal systems.

- 7.7 We avoid heavy pruning because it can weaken a tree. We only carry out major pruning when it is needed to keep people or property safe. Other pruning is rare and will only happen if our specialist tree team decides it is necessary.
- 7.8 We do not prune or remove a tree simply to improve natural light unless a court order requires this.
- 7.9 If a tree is at immediate risk of falling or dropping large branches, we will respond within 24 hours to make it safe. This follows our Repairs Policy. Other recommended work will be scheduled based on advice from our tree surveys and completed within the appropriate timescales.

8. Winter gritting and snow clearance

- 8.1 We prioritise older people's retirement housing schemes and specialist housing when gritting or clearing snow. We do this when the weather creates higher risks.
- 8.2 We focus on gritting the main access routes. This includes paths between communal facilities, individual external entrances, bin stores and the edge of the scheme. We cannot guarantee that every path will be gritted.
- 8.3 We look at requests to grit non priority areas on a case-by-case basis. We make decisions based on the weather, the needs of customers in vulnerable situations and the resources we have available. We must make sure priority areas are completed first.

9. Playground / recreational area inspections

- 9.1 We make sure any play equipment we own or manage is safe, checked regularly and suitable for use.
- 9.2 We carry out inspections and maintenance arrangements for playgrounds, outdoor gym equipment and multi-use games areas (MUGAs) using applicable technical standards and specialist guidance,

including BS EN 1176 and RoSPA Play Safety guidance, as relevant to the site and equipment.

- 9.3 How often we inspect depends on the level of risk at each site. Inspections may take place every month, every three months or every six months. We also arrange a full annual safety inspection carried out by a specialist. Any issues they find will be reported for repair as soon as we receive the report.
- 9.4 We maintain quality standards, carry out minor repairs, and temporarily close facilities where there is a high risk of injury, until the repair has been fixed. Playground repairs are risk assessed into High, Medium or low risk with High and medium works being carried out following approval of a quote.
- 9.5 Customers who benefit from these facilities may share the cost of inspections, maintenance and repairs through their service charge, subject to the terms of their tenancy or lease. Where leaseholders or shared owners are charged through a variable service charge, we will comply with any applicable consultation or notice requirements before carrying out qualifying works or entering into qualifying long-term agreements.

10. Estate inspections and maintenance issues

- 10.1 We carry out regular estate inspections to help keep shared areas safe and well-maintained. These inspections are carried out by Property Managers and scheduled based on the type and size of each building. We use our online safety tool, or another internal system where needed, to plan and record inspections.

10.2 Frequency of inspection table:

Building size	Definition	Example classifications	Inspection frequency	What we check
Low rise (up to 11 meters)	1–10 homes with small, shared spaces.	<ul style="list-style-type: none"> •Converted homes. •Small street homes. •Bungalows with fewer resident numbers. 	Every 12 months.	Visual checks inside and outside, repairs, condition of shared areas, lighting and bin areas.
Medium rise (11 meters and under)	11–30 homes with some shared facilities.	<ul style="list-style-type: none"> •Walk-up blocks •Small purpose-built flats. •Sheltered developments (Homes with fewer Customers' numbers). 	Every 3 months.	Internal communal areas, and any repairs found during an visit.
Larger housing schemes (11-18 meters)	31–100 homes, high-rise.	<ul style="list-style-type: none"> •Tower blocks. •Mixed-use developments (Buildings that have homes alongside, shops, cafés, or offices). 	Every 3 months.	More frequent checks due to higher footfall, plus any repairs found.
Larger housing schemes / Priority for safety improvements	100 or more homes or known issues (e.g. buildings	<ul style="list-style-type: none"> •High-rise developments with known Anti-social Behavior. •Developments 	Every 4 weeks.	Joint inspections were needed, including fire safety

(over 18 meters)	with additional fire safety measures in place.	with more than one block.		and security checks.
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We may increase inspection frequency if risks change or extra monitoring is needed.

We also use other activities to support safety and wellbeing. These may include Big Impact Days, door to door visits and working with the police to address concerns and support Customers.

- 10.3 We aim to share inspection outcomes on digital or physical noticeboards where possible. If staff are based on site, they will also share updates during resident meetings. For schemes managed by support agencies, we agree the best way to share information. This may include notices, posters, handouts, text messages or emails to make sure customers stay informed.
- 10.4 We monitor estate inspections to help us improve and stay transparent about how we are doing. We prepare reports for the appropriate internal health and safety governance forum or committee. These reports include inspection volumes, any missed or delayed inspections, issues identified, overdue actions, themes and any material risks requiring escalation.
 - 10.4.1 We keep records of every inspection. This helps us follow up on reported issues, track progress and escalate concerns when needed.

11. Customer consultation

- 11.1 Customers can contact us through the Customer Contact Centre, MyAccount, Live Chat or by speaking to their Property Manager.
If a customer wants to discuss a concern on site, we can arrange this during a scheduled estate inspection.
- 11.2 We work with local authorities, community safety teams, other relevant agencies and our Anti-Social Behavior Resolution Team to address anti-

social behaviour in open spaces. For more information, please refer to our Anti-Social Behavior Policy.

11.3 We'll:

- Ask customers for their views and involve them when we plan major improvements. For example, when parking disputes or complaints arise, we will consult with customers and, if agreed, may introduce parking management arrangements to review parking facilities. Where costs may be recovered through a variable service charge, we will consider and comply with any applicable statutory consultation requirements and the relevant tenancy or lease terms before commitment.
- Work with voluntary and statutory agencies such as local authorities or managing agents, when needed.
- Keep customers up to date about major works that may affect access to communal areas.

11.4 We understand that language, cultural, religious, age-related, or disability-related needs can affect how customers access information or feel about taking part.

11.5 We offer translation services, accessible formats, flexible appointments, reminders and other reasonable adjustments where appropriate. These can be arranged through the Customer Contact Centre. Our staff receive equality, diversity and inclusion training so they can offer a respectful, safe and supportive service.

12. Health and safety in relation to estate services

12.1 Customers should let us know about any health and safety concerns in shared areas or on the estate. We're responsible for keeping our buildings and shared spaces safe for staff, customers, and visitors.

12.2 We follow applicable health and safety requirements when using equipment, cleaning products, pesticides or other hazardous substances that could cause harm. This includes carrying out suitable risk assessments and applying COSHH controls where required. This protects our staff, customers, contractors and anyone nearby.

- 12.3 Estate staff receive appropriate health and safety training. Our front-line teams are trained to spot, report and manage health and safety risks. We also require contractors to comply with relevant health and safety law, contract requirements and site rules, and to provide evidence of competence where appropriate.

13. Performance measures and targets

- 13.1 We collect and review data on how well our estate services are working. This includes relevant internal key performance indicators, customer feedback, complaints information and any applicable Tenant Satisfaction Measures (TSMs) required by the Regulator of Social Housing. This helps us understand what we are doing well, where we can improve and how we evidence performance against regulatory expectations.
- 13.2 We aim to share our grounds maintenance and cleaning standards with customers wherever possible. We display them on communal noticeboards and customers can request a copy at any time.
- 13.3 Each year, customers will receive a service charge booklet outlining the services provided, including cleaning and grounds maintenance where applicable. We do this to make sure customers understand what they're paying for and feel confident about the value they receive.
- 13.4 We monitor how well we look after shared spaces by using customer feedback, complaints information and relevant national measures from the Regulator of Social Housing. These include measures that assess whether communal areas are kept clean, safe and well maintained. We use this information, along with our own checks, to make improvements and maintain high standards.

14. Responsibility and reporting arrangement

- 14.1 The Director of Repairs and Maintenance is responsible for making sure all staff understand this policy and receive the right training to deliver it.

- 14.2 We prepare regular performance reports. These help us monitor how well our services are working and identify where we can improve.

15. Monitoring and review arrangements

- 15.1 We will review this policy every three years, or sooner if there is a material change to law, statutory guidance, regulatory standards, case law, service delivery arrangements or identified assurance findings. This helps us keep the policy up to date and effective.
- 15.2 Our Estates Services teams will monitor performance against contractual KPIs. These reports will be shared with the Customer Services Committee, and the Customer Insights and Engagement team. We also share this information with our Customer Improvement Panel so customers can give feedback, look at trends and help us shape future improvements.
- 15.3 We carry out regular estate inspections. The schedule of these depends on the size and layout of each estate.
- 15.4 We share a playground inspection report with the appropriate internal health and safety committee or forum. This report covers how we manage inspections, actions and risks across all relevant playgrounds.
- 15.5 Our Health and Safety team carries out additional assurance inspections shortly after neighbourhood inspections. These checks help us spot anything that may have been missed, identify trends and make recommendations. We only raise formal concerns where there are major differences between the two inspections.

16. Consultation

- 16.1 We developed this policy with input from colleagues across our operational teams. We also used industry good practice to help shape our approach.

16.2 We consulted with customers through our Resident Scrutiny Panel and made changes to improve clarity and ease of use.

16.2.1 Based on feedback from the Resident Scrutiny Panel, we have:

- Added clear response times
- Improved guidance on how to report issues
- Created more ways for customers to get involved in cleaning standards and estate inspections
- Added consistent processes across all estates
- Included a dedicated contact option to support quicker responses
- Updated maintenance schedules
- Strengthened actions to address issues like fly tipping
- Encouraged customer involvement in major improvements

These changes make the policy clearer, more transparent and more collaborative.

16.3 An equality impact assessment (EIA) form has been completed for this policy.

17. Equality, diversity & inclusion

17.1 Our staff, partners, stakeholders and contractors are committed to delivering services that meet our customers' needs.
We treat everyone fairly and do not discriminate.

17.2 We will make sure that services relating to this policy are accessible and available to all customers, and we will consider and provide reasonable adjustments where appropriate, in line with the Equality Act 2010.

18. Data protection statement

18.1 Protecting personal data is very important to A2Dominion. We see it as more than a legal duty. It is a responsibility we take seriously.

18.2 A2Dominion Group and its associated organisations are registered with the Information Commissioner's Office (ICO) as data controllers. The registration numbers are:

- A2Dominion Housing Group Limited: Z4843307

- A2Dominion Homes Limited: Z9799978
 - A2Dominion South Limited: Z7835340
 - A2Dominion Housing Options Limited: Z5412073
 - A2Dominion Residential Limited: Z3391351
 - A2Dominion Developments Limited: ZA103931
 - Pyramid Plus London LLP: Z3594227
 - Pyramid Plus South LLP: Z3594230
- 18.3 Our data protection policy follows the Data Protection Act 2018. We collect and use personal information to provide housing services and meet our legal and contractual responsibilities. Anyone who handles this data must follow the law and keep it safe at all time
- 18.4 For information on how we collect, store, process and use customers' personal data, please visit our website on a2dominiongroup.co.uk/privacy-and-cookie-policy.
- 18.5 For employee related privacy statement, please contact our HR team at <mailto:hrenquiries@a2dominion.co.uk> people.support@a2dominion.co.uk.
- 18.6 You can also contact the Data Protection Officer / Data Compliance team at governance@a2dominion.co.uk

19. Associated documents

- [Anti-Social Behavior and Hate Crime Policy](#)
- [Pest Control Policy](#)
- [Prioritisation Policy](#)
- [British Institute of Cleaning Science](#)
- [HSE](#)
- [Regulator of Social Housing – Neighbourhood and Community Standard \(April 2024\)](#)
- [Regulator of Social Housing – Safety and Quality Standard \(April 2024\)](#)
- [Regulator of Social Housing – Tenant Satisfaction Measures / Transparency, Influence and Accountability materials](#)
- [Government Decent Homes Guidance \(section five as referenced by the Safety and Quality Standard\)](#)
- [Government guidance on Tree Preservation Orders and trees in conservation areas](#)
- [ICO guidance on UK GDPR lawful basis and documentation](#)