

Estate Management

Service Standard



We aim to ensure that residents are able to benefit from the quiet enjoyment of their home and surroundings and receive prompt, courteous and efficient housing service

We will

- 🔑 Undertake quarterly Estate Evaluation visits throughout the district, ensuring that each street will be walked around and an action plan drawn up to deal with any issues that arise.
- 🔑 Contact local Councillors, Tenant Representatives Nottinghamshire Police and other partners with an invitation to accompany us on the Estate Evaluation.
- 🔑 Respond to all written comments/complaints about your estate within 5 working days of receipt.
- 🔑 Will investigate any breach of the tenancy agreement and take appropriate action.
- 🔑 Write to you using plain English, ensuring letters are easy to read and understand.
- 🔑 Remove any offensive graffiti as soon as possible to improve the appearance of your area.
- 🔑 Ensure that our Estate Officer Team visit sites around the District on a rota basis. This may include a daily visit or a weekly site visit.
- 🔑 Visit you to discuss matters in the privacy of your own home.
- 🔑 Consult with you about improvements to your area when funds are available.
- 🔑 Consult with you about how our estate management services are provided.
- 🔑 Ensure that abandoned vehicles are removed as quickly as possible, if legally we are allowed to remove them.
- 🔑 Provide information on the Pest Control services provided by the Council for the treatment of such pests as rats, mice and wasps.

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Tel No. 01623 608907

Getting Help

Anti social behaviour Freephone number 08009520193

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))

Sutton in Ashfield

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Telephone 01623 608 950

Kirkby in Ashfield

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Telephone 01623 608 932

Hucknall

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Telephone 0115 9568 713

Visit our web site at www.ashfieldhomes.co.uk

This leaflet is available in large print, Braille, audio and other languages.

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئه‌توانیته بۆ زمانی کوردی ته‌رجومه بکریته. تکایه داوای زانیاری زیاتر له هه‌ندامیکی ده‌سته‌ی فه‌رمانبه‌ران بکه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)