

We want you to enjoy living in your local community.



What you can expect from us in the shared spaces where you live

We will:

- ✔ Carry out **regular** Estate Inspections to check the condition of communal gardens and shared spaces to make sure they're safe and hazard-free.
- ✔ Carry out Inspections on a **monthly, bi-monthly, quarterly** and **6-monthly** basis dependant on the area of your home. You can accompany us if you wish. We'll publish when we're visiting your area on Your Voice: <https://yourvoice.lfha.co.uk/>
- ✔ Carry out **weekly** Fire Safety checks in buildings with shared spaces such as stairways and hallways. This is to check Fire Alarms and emergency lighting are working correctly and ensures communal areas are free from hazards.
- ✔ Arrange for cleaners to visit **regularly** to ensure internal communal standards are met. We'll leave a cleaning sheet in communal areas to show when the cleaners have been. The Cleaning Standard will be available to you on request or on our website.
- ✔ Ensure gardens and shared outside areas are well maintained and kept to a high standard. A copy of our gardening service standards is available on request or on our website.
- ✔ Respond to contact requests **within 5 working days** when you get in touch with us.
- ✔ Use Tone of Voice standards to ensure our communication is plain and easy to understand - either written or verbal.
- ✔ We'll contact you occasionally via a 3rd party to ask for your opinions on our service and how satisfied you are with them. This will help us improve and shape our services based on your feedback.
- ✔ Work closely with partners and other agencies to respond to reports of anti-social behaviour or hate crimes, any concerns raised about you or your neighbour's wellbeing such as domestic abuse or any safeguarding concerns.



Working with others

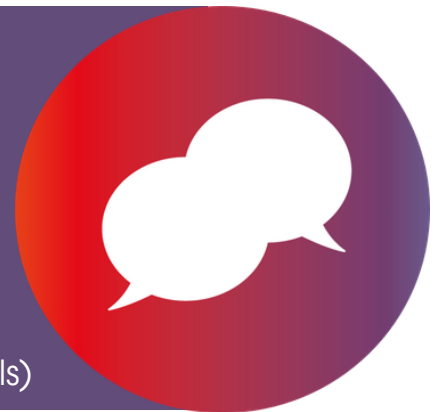
We work closely with partners and other agencies to respond to reports of:

- **Anti-social behaviour**
- **Hate crimes**
- **Safeguarding** and **wellbeing concerns** raised about you or your neighbours. Safeguarding concerns might include reports of **abuse** or **neglect**.
- **Fly tipping** or rubbish in communal spaces.
- **Parking** or **traffic issues** (such as speeding cars)

We'll also provide you with advice on how to report concerns to the relevant agency.

Our partners include:

- Police
- Councils
- Environmental health agencies
- Other housing providers
- Social Services
- Support agencies
- Medical professionals (such as GP's and Hospitals)



We'll take the appropriate action to make sure you feel safe and supported in your home.



How we'll know we're getting things right

We will:

- ✓ **Report weekly** to check contact requests are acted on **within 5 days** of you contacting us.
- ✓ **Record all safeguarding and wellbeing concerns** and check a relevant referral has been made before we close the case.
- ✓ **Gather feedback** on a quarterly basis from customers whose cases we've closed.

We also monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- **Homes and repairs**
- **Homes that meet the Decent Homes Standard**
- **Emergency and non-emergency repairs completed on time**