

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

Working for you

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website. These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

How to contact us:

Ripon Neighbourhood Housing Office ☎ **01765 605481**

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

Bilton Neighbourhood Housing Office ☎ **01423 556828**

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

Kennion Road Neighbourhood Housing Office ☎ **01423 556868**

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

Housing Needs Centre, ☎ **01423 556809**

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

Out of Hours Emergencies ☎ **08457 089190**



HOUSING Service Standards

Service standards tell you
what you can expect
from the Council

www.harrogate.gov.uk

Estate Management

What you should expect

from

Estate Management

Harrogate Borough Council is committed to keeping your home and general environment a safe and pleasant place to live and to enhancing this service after consulting you and listening to your views.

Communal Areas

We will:

- ▶ Inspect estates on a regular basis taking action to ensure that the council and tenants meet their obligations to deal with untidy gardens, rubbish, dumped bulky items, and unsatisfactory cleaning of communal areas in buildings.
- ▶ Keep communal areas and facilities safe, working with you and others to identify improvements to enhance your personal safety and general safety in your area.
- ▶ Ensure that all abandoned vehicles are taken away as quickly as possible, if the law allows them to be removed and recharge owners with the cost of removing abandoned vehicles.
- ▶ Consider requests for environmental improvements from you either directly or through residents groups, Area Panels, Leaseholder Panel, and the Sheltered Housing Panel. These will be included in a planned programme and prioritised for action when funds permit.
- ▶ Take action following reports of anti social behaviour which spoils the environment, for instance noise, anti-social car repairs, vandalism and unruly pets. Graffiti will be removed within one working day.

- ▶ Follow proper legal and statutory procedures for issues which may affect the general neighbourhood as well as individuals such as boundary disputes, businesses run from home, child minding and alterations to homes.
- ▶ Work with you as well as others such as the police, statutory bodies, highways, local community groups and contractors to develop and improve the service provided in your area.

You have a responsibility to:

- ▶ Tell us about anything in the area which requires urgent attention, eg damage, abandoned cars, graffiti.
- ▶ Report any anti-social behaviour to the council and anything criminal to the police.

