



Estate Service Standard for Customers and Colleagues

Introduction

We care about the places our customers call home. It is important to us that your neighbourhood feels clean, safe, and well cared for; somewhere you can take pride in.

This service standard explains how we manage communal areas and shared spaces in our communities. LiveWest teams and trusted contractors work together to keep these areas well maintained and safe.

In this guide, you will find the standards you can expect from us for cleaning, grounds maintenance, trees and shrubs, and waste management.

We believe that great places are created through working together. That's why we'll work with you to keep your neighbourhood looking its best, and always listen and respond if something isn't right.



Service hours

You can contact us on **0300 123 8080**, or at **enquiries@livewest.co.uk**.

Our service hours are Monday to Friday from 8.00am to 5.00pm.

We also run an out-of-hours service for emergencies. An emergency repair is one that puts health or safety at risk, or where serious property damage could occur.

You can report repairs through our Customer Services team or online through the customer portal at **livewest.co.uk/my-account**.

Our Estates team

Our Estates team play a vital role in delivering on our promise to you. They look after cleaning and grounds maintenance in our neighbourhoods, ensuring shared spaces are tidy, safe and welcoming.

They take pride in the communities they care for, whether it's cutting grass, clearing pathways or keeping communal areas clean. They help make your neighbourhood a place to be proud of.



Estate champions

Across the South West, more than 100 LiveWest customers provide monthly feedback on grounds maintenance, communal cleaning, and fire alarm testing in their area. Their insight helps us make sure services meet our standards and your expectations.

If you would be interested in becoming a champion for your estate or would like to know more, please visit our website livewest.co.uk/my-community/get-involved/estate-champions.



Our contractors

Some estate services are delivered by LiveWest colleagues, while others are handled by specialist contractors for larger or more technical work, such as tree care, window cleaning or clearing gutters.

We carefully choose partners who share our high standards. All contractors are expected to work safely, respect our customers and deliver quality service. We regularly review their work and address any issues where standards are not met.



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Service offer

To keep our estates in good condition, we use data and customer feedback to plan our maintenance for the year.

This plan includes work on communal areas that have reached the end of their lifespan or need updating, as well as routine tasks such as redecorating shared spaces. Where possible, we coordinate this work with other planned improvements to reduce disruption.

We regularly review our priorities based on:

- Customer feedback
- New or updated laws and regulations
- Energy efficiency improvements
- The Decent Homes Standard
- Our own property standards.

All schemes with communal areas are visited regularly for safety checks and inspections, carried out in line with the standards set out later in this document.



Where schemes include parking, we work with a contractor to manage it. They issue permits, enforce parking rules, and handle appeals for Parking Charge Notices (PCNs).

If you receive a PCN, please contact the contractor directly using the details on the notice.

Communal spaces

Every building that pays a service charge receives regular visits from our Estate Supervisors or cleaning contractors at least once a month, and more often where needed.



If you notice something in a shared area that needs attention, please report it through your **customer portal** or call our Customer Services team on **0300 123 8080** or you can email the Estates team on **EstateServices@livewest.co.uk**.

Staying in contact

We are always improving how we keep our customers informed about work, events, and updates in your area. We share information through emails, texts, letters, our customer portal, and sometimes local notices.

We aim to **respond to all customer enquiries within 48 hours**. Our first response may acknowledge your message while we investigate and gather the information needed to give you a full and accurate reply.



What are LiveWest customers responsible for?

We are committed to keeping our neighbourhoods clean, safe, and welcoming and we ask our customers to play their part.

Customers are responsible for:

- Looking after their gardens, keeping them tidy and well maintained, including any fencing or boundaries that fall within their property.
- Respecting the community by not causing graffiti or damage. If damage is caused by you, your household, or visitors, we may recharge the cost of repairs.
- Keeping shared areas such as corridors and stairwells clean and free from personal items. For everyone's safety, please do not leave scooters, buggies, bikes, or other belongings in communal spaces.
- Disposing of rubbish responsibly. Making sure bin stores are tidy to prevent fly-tipping. Reporting any fly-tipping immediately so we can act quickly to keep the area safe and well maintained.
- Paying service charges, which help us deliver essential estate services.
- For homeowners, some repairs and responsibilities will sit with you, and we'll always be clear about what these are.

We'll do our part, and support you to do yours, so that together we can make your home and community the best they can be.



Reporting communal repairs

We need your help too. If you spot something that's not up to the standards outlined in this guide, let us know.

You can report a repair through your customer portal or contact the Customer Service team on **0300 123 8080** or email **enquiries@livewest.co.uk**.

Emergency repairs

We treat a repair as an emergency when there is an immediate risk to your safety, your home's security, or when serious damage could occur if we wait. Our priority is always to make you and your home safe.

If we're called to a repair that turns out not to be an emergency, we may recharge the cost of the visit.

Examples of emergency repairs include:

- Exposed wires or electrical hazards.
- Gas leaks.
- Burst water pipes and serious leaks.
- Loose roof tiles or unstable walls.
- Carbon monoxide or fire alarm continuously sounding.
- Lift failure where there's no other lift available.
- Serious toilet or drain blockages.
- Heating or hot water failure, particularly in the colder months.

For a full list of emergency repairs and more detail, visit [livewest.co.uk/emergency-repairs](https://www.livewest.co.uk/emergency-repairs).

Out of hours emergencies

You can report emergencies outside normal working hours by calling **0300 123 8080** or **enquiries@livewest.co.uk**. We work with trusted partners to handle calls and send skilled colleagues or contractors to respond. We aim to attend all emergencies the same day, and always within 24 hours. If we can't complete the full repair immediately, we'll make the area safe and arrange a follow-up visit.

Recharging for work that is not our responsibility

If damage is caused by a customer, their household, or visitors, we may recharge the repair cost. When the cause is unclear, a Surveyor or contractor will inspect and confirm responsibility. Recharges include repair and a fixed admin fee. Our teams report any issues that may fall under customer responsibility, and we'll follow up as needed, including legal recovery where appropriate.



Estate compliance checks

We regularly visit every scheme with a communal area to carry out routine safety checks and inspections. Our standards for the frequency of testing/inspection are:

Communal fire door inspections - Buildings over 11m	Quarterly
Communal fire door inspections - Buildings under 11m	12 monthly
Communal loft inspections	Every 6 months
Emergency lighting test	Weekly/Monthly
Estate safety inspection	Weekly/Monthly
Fire alarm test	Weekly
Ladder Inspections	Monthly
ROSPA Play area inspections	Weekly/Quarterly
Scheme Risk Assessments	Annually
Smoke control systems test	Weekly/Monthly
Water outlet flushing	Weekly
Water temperature checks	Monthly

How we check our performance

We regularly assess our neighbourhoods using a simple system to check they meet our standards. Areas are rated as **good, acceptable or poor**.

Our goal is for communal spaces to stay at a good standard between visits. Where general use or weather affects this, our Estates Team will restore the standard at the next visit.

You'll find photo examples in this guide to show what these standards look like. If you notice any issues such as spills, stains, or damage, please report them through your online portal at livewest.co.uk/my-account or by calling **0300 123 8080** or emailing EstateServices@livewest.co.uk. We'll arrange for them to be dealt with quickly and safely.

We also measure our performance through customer feedback and Tenant Satisfaction Measures which are reported annually on livewest.co.uk/tenant-satisfaction-measures.



Communal areas with hard floors

Good



Clean, tidy, and free from rubbish, including edges and corners.

Acceptable



Generally clean, with minor marks or small amounts of dust or debris.

Poor



Dirty, stained, or untidy, with rubbish or cobwebs present.

Communal areas with carpets

Good



Carpet clean and well vacuumed, no stains or remnants.

Acceptable



Some light marks or small debris may remain.

Poor



Carpet is dirty, stained, or covered in rubbish.



Report it: If you notice spills, stains, damage, or any hazard in communal areas, please report it via your online portal or contact our Customer Services Team on **0300 123 8080** or the Estates team on **EstateServices@livewest.co.uk**. We will arrange for it to be addressed quickly and safely.

Windows in communal areas

The condition of the frame or sill does not affect how we judge cleanliness.

Good



Windows are clean and clear, with no visible marks or streaks on the glass.

Acceptable



Windows are generally clean and clear, but a small number of marks or smears may be visible.

Poor



Windows are dirty, smeared, or marked, making them difficult to see through with build up of dirt around the edges.

Hard surfaces

These include the hard surfaces that LiveWest owns around your estate. If you see anything unsafe, please let us know. Issues with public roads or pavements should be reported directly to your local council.

Good



The area is free from weeds, litter, and rubbish. There is no waste or debris present.

Acceptable



There are small amounts of weeds, waste, or debris. Overall, the area is generally tidy but not completely clear.

Poor



The area is overgrown with weeds and has significant litter or waste left.

Bin stores and recycling facilities

We keep communal bin stores in safe, usable condition. Please use them correctly and don't leave rubbish in hallways, stairwells, or outside the store. Where recycling is available, please follow local council guidance.

If you see overflowing bins, fly-tipping, or damaged bin stores, report it through your customer portal or by calling our Customer Services team.

Good



The bin store is tidy and there is no litter in the area. The floors and walls are clean and tidy and well maintained.

Acceptable



The bin store is generally tidy, with small amounts of debris or litter in the area. Floors have been swept with minor staining.

Poor



The bin store is untidy, with a build-up of waste and the bins that have not been emptied. Floors and walls are heavily stained, and little or no cleaning has been carried out.



Grass in residential areas

We look after many grass areas and shrub beds across our neighbourhoods. Grass is usually cut between April and October, with around 14–18 cuts a year. Our aim is to keep these spaces tidy and well cared for, while maintaining quality and value for money.

Good



The grass is neatly cut, with minimal clippings left on the surface. The area is tidy and free from rubbish.

Acceptable



The grass is longer than standard, with some litter or debris on the ground.

Poor



The grass is overgrown, and there is lots of litter or debris on the ground.

Missed the cut?

We will not cut grass in bad weather conditions. Grass will only be cut when it is safe to do so, without harming the grass or damaging the ground. If we've missed cutting the grass, it could be due to:

- Wet ground is unsuitable for machinery, which could damage the grass if used.
- Hot, dry weather has slowed grass growth, so a cut wasn't needed.
- Health and safety risks such as broken glass or dog mess.
- Access was restricted by obstacles such as potted plants which need to be removed before cutting.

If you believe a grass cut has been unnecessarily missed, please report it to your Estates champion or a member of the Estates team.

Shrub beds

We look after shrub beds throughout the year to make sure they stay tidy, accessible, and safe. This includes keeping shrubs clear of windows, footpaths, fire doors, and keeping good visibility for vehicles coming and going.

Shrubs are trimmed and shaped at the right time of year for each plant, following best gardening methods. In the winter months, we carry out a more thorough pruning to keep things in check.

To keep shrub beds healthy and looking their best we regularly remove weeds and litter and use methods such as bark mulch to reduce weed growth and retain soil moisture.

Good



Shrub beds are free from weeds and litter. Shrubs have been trimmed, and the surrounding area is tidy.

Acceptable



Shrub beds have a few weeds and a small amount of litter. Shrubs may have grown but are not obstructing footpaths.

Poor



Shrub beds have weeds and a lot of litter. Shrubs are overgrown and may obstruct footpaths, windows, or entrance doors.



Hedges

We usually cut hedges once or twice a year between September and March, outside the bird nesting season. If a hedge becomes a safety risk or causes an obstruction, we'll cut it sooner. All hedge cutting includes debris clearance.

Good



The hedge is neatly trimmed, kept at a manageable height, and does not overhang or obstruct the footpath.

Acceptable



The hedge is slightly overgrown, with a small amount of debris at the base.

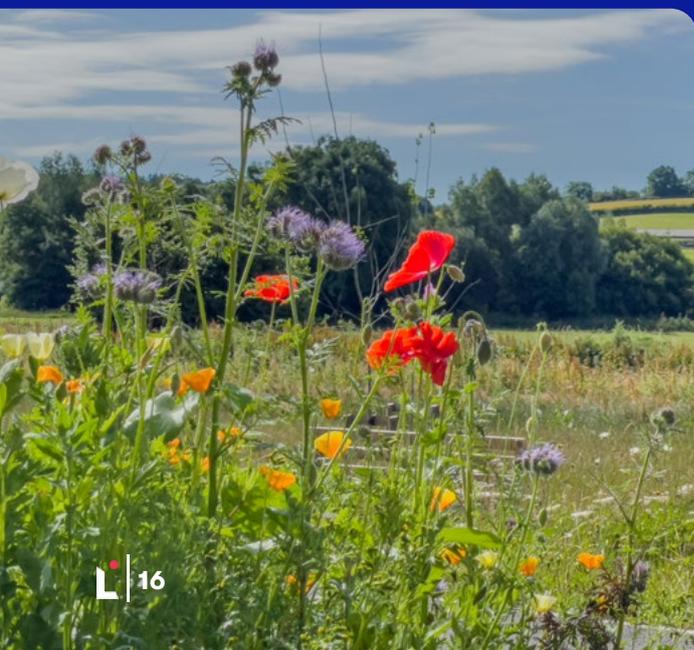
Poor



The hedge is overgrown and obstructs footpaths, roads, windows, or buildings. There is a significant amount of debris or litter at the base.

Wildflower Meadows

We grow wildflower meadows to support wildlife. The more natural habitats we have, the more bees, birds, animals, and insects we attract, helping to protect species and plant life that are in decline.



Wildflower meadows may be cut two or three times a year, depending on the species present.

Where we can, we will work in partnership with neighbours and local councils to expand wildflower areas, such as on banks. This approach helps reduce costs for residents and minimises risks for our colleagues while maintaining these areas effectively.

Trees

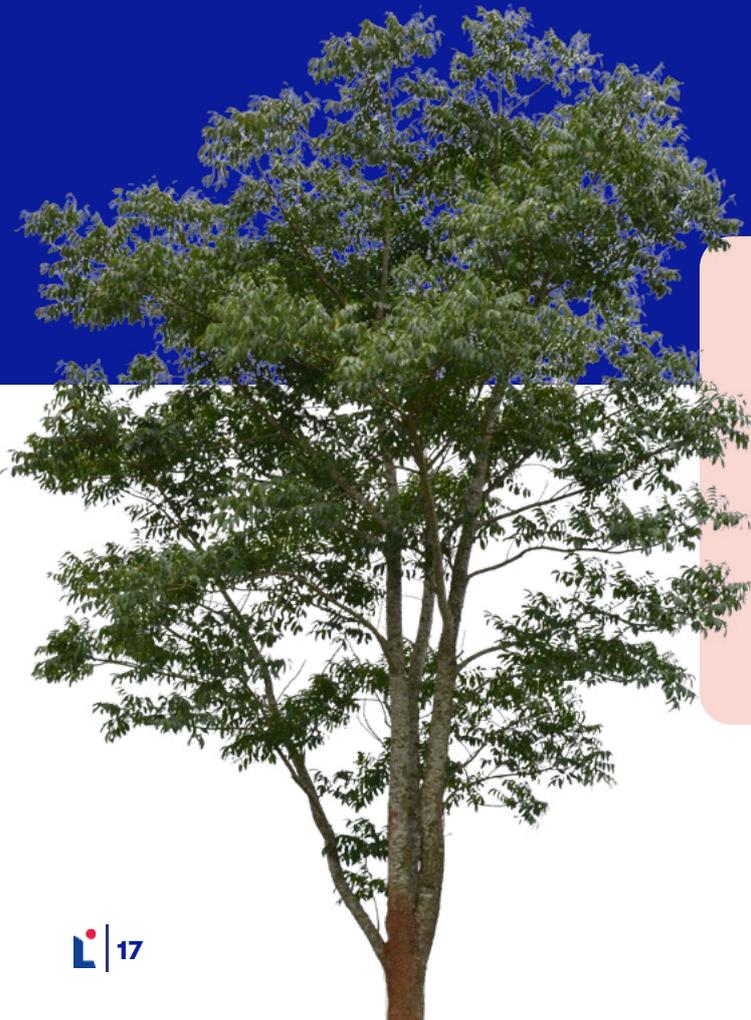
Trees are a very valuable part of our neighbourhood ecosystems, so we only cut down a tree if it is dead, in poor health or likely to cause damage to property.



We take advice from trained arborists to help us determine the condition of the tree to decide on the right course of action on a case-by-case basis.

Where trees have to be removed, we will look to replace them where it is appropriate to do so. If it is not possible or appropriate to replace in the same location, we will consider other planting sites as close to the location as possible (as long as there is enough budget and space).

Our Grounds Maintenance contractors or Estates Team will only carry out small tree works. Any large-scale trimming or cutting is carried out by tree surgeons. This work is service chargeable and will only take place if the tree is dead, diseased, in poor health, or likely to cause damage to property.



Q. The tree looks dangerous and moves in the wind. Is it safe?

The natural movement of trees in the wind doesn't necessarily mean they are unsafe. If you have any concerns, please let us know and our Tree Officer will carry out an inspection.

Play parks

At some schemes, LiveWest manages play parks to ensure they are safe and enjoyable for families.



- **Safety and maintenance:** Our teams carry out regular inspections to ensure equipment is safe and in good working order. Urgent safety issues are treated as a priority.
- **Cleanliness:** We keep play areas to a high standard, free from litter and hazards.
- **Reporting issues:** Please report damaged equipment, vandalism, or safety concerns through your online portal at liverest.co.uk/my-account or telephone on **0300 123 8080**.

Note: Some play parks may be managed by other organisations or the local council. In these cases, we will let you know who to contact for any issues.

Fly tipping

If rubbish or large items are left on LiveWest land, we'll arrange for them to be cleared.



Fly-tipping can be costly to clear, and when we cannot identify who's responsible, the cost will be taken from service charges. We really appreciate your help in reporting any incidents - it allows us to take action quickly and help keep your neighbourhood clean and safe.

Reporting issues: Please report fly-tipping through your **online portal** or telephone on **0300 123 8080**.

If the fly-tipping isn't on LiveWest owned land, **please report it to your local council**.

Abandoned vehicles

We will help to resolve parking problems on land owned by LiveWest. We ask all customers to park responsibly, with care and consideration for their neighbours and other road users.



Abandoned or untaxed vehicles: If a vehicle appears to be abandoned or untaxed on LiveWest land, we will place a notice on the vehicle, check ownership details, and report it to the local authority who are responsible for removing it. If a vehicle is causing a danger to people or traffic, please contact the police on **101** straight away.

Public highways: Local authorities are responsible for managing parking regulations on public roads. The police may also remove vehicles if they are causing an obstruction.

Parking schemes: At some locations, we may introduce a parking permit scheme if this is requested by the majority of residents.



Graffiti

We will remove graffiti from LiveWest land and buildings as part of our routine maintenance.

If the graffiti is offensive, we aim to remove it within 24 hours.



Appearance of individual gardens

We want our neighbourhoods to be well cared for, including individual gardens. While customers are responsible for maintaining their own gardens, we understand that circumstances vary.

If you report a neighbour's garden that is unsafe or untidy, our Neighbourhood Team will contact the customer and work with them to bring it up to standard. We can provide one-off garden clearance support for customers who are struggling to manage their outdoor space. Where required, this service may incur a charge.

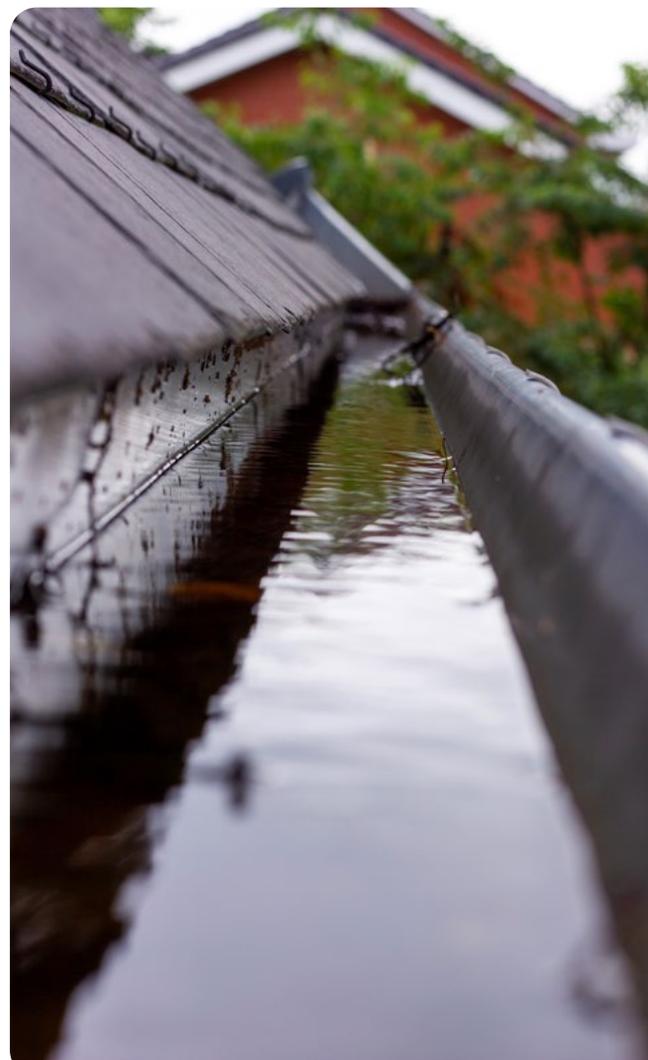
If the land does not belong to LiveWest, we'll let you know who to contact.

Communal areas and guttering

We want our communal buildings to be safe, clean, and well cared for. This includes making sure the outside of buildings is properly maintained.

Guttering and rainwater pipes: We will keep guttering and downpipes in our communal blocks in good condition. If you notice blocked or damaged guttering that is causing problems, please report it to us and we will arrange for it to be inspected and repaired where needed.

Appearance: Our teams will also check the appearance of guttering and communal areas as part of routine inspections, to make sure they are kept tidy and in good repair.



Fences and boundaries

We'll take care of fences, walls, or gates that are in communal areas or that border public spaces like highways or shared pathways. If these are damaged, we'll repair them following our Repairs Standard. Where repairs aren't possible or cost-effective, we may replace larger sections.

If severe weather causes widespread damage, we may group similar repairs together to complete them efficiently. Safety risks are always prioritised, and we'll keep you updated.

Fences within your own garden are your responsibility. More information can be found in the *Your Responsibilities* section of our Customer Promise on our website at livewest.co.uk/our-promise-to-you.



Managing condensation, mould and damp

If you or a LiveWest colleague reports damp or mould in a communal area, we assess the risk quickly. In some cases, we will use digital tools or sensors to monitor moisture levels and help us identify the cause and understand the level of risk.

Each case is managed individually, and if sensors are used, both you and LiveWest will be alerted when moisture levels rise so we can act early.

We have tips and advice to help you deal with damp and mould on our website at [livewest.co.uk/damp-and-mould](https://www.livewest.co.uk/damp-and-mould).

If you need any support or have long-term problems with damp and mould, please get in touch with us.



Dealing with pests

LiveWest are responsible for dealing with pests in communal areas such as shared hallways, stairwells, or other internal spaces in blocks and schemes.

If pests are found, our Estates or Neighbourhood teams will inspect the area and, if necessary, involve a Building Surveyor to check for any related repairs or defects.

We treat minor infestations such as wasps, ants, flies, fleas, cockroaches, and bedbugs in communal areas. If pests are found inside an individual home, treatment is usually the customer's responsibility.

We cover the cost of pest treatment if it's caused by a building issue or outstanding repair. In some cases, this may be included in your service charge. If pests result from poor cleanliness, the cost may be recharged to the responsible customer, and we'll work with them to prevent the issue from recurring.

What matters to our customers?

From time to time, we'll ask you how you feel about the services you receive often through a short survey. Your feedback helps us understand what's working well and where we can do better. It's an important part of how we improve and make sure our services continue to meet your needs.



Volunteering

We encourage volunteering within our communities. LiveWest colleagues take part in local projects that provide added value and strengthen neighbourhoods.

If you'd like to volunteer as an Estate Champion, please visit livewest.co.uk/getting-involved or contact our Customer Services team on **01392 302 200**.



Diversity, equity and inclusion

We value fairness, inclusion, and diversity among our customers, colleagues, and partners. We aim to be an inclusive employer and service provider, listening and responding to the needs of everyone.

For more information, see our Diversity, Equity and Inclusion Policy at livewest.co.uk/about-us/equality-diversity-and-inclusion.



Safeguarding

We are committed to protecting individuals at risk from harm, abuse, or neglect. All LiveWest colleagues receive safeguarding training and work with other agencies to maintain best practice.



Anti-social behaviour (ASB)

To read more on what is classed as ASB in communal areas and how we can help, please visit livewest.co.uk/my-home/solve-an-issue.

Our commitment to the environment

We're working to reduce our environmental impact and support a sustainable future.

This includes improving the energy efficiency of homes, reducing carbon emissions, and switching our fleet to electric vehicles where possible.

We're also supporting the Wildlife Trust's 30 by 30 goal by improving

biodiversity in our neighbourhoods. Through careful planning and greener working methods, we aim to reduce travel and use more environmentally friendly equipment and products.

You can learn more about our sustainability work on our website at livewest.co.uk/about-us/sustainability.



Inclusive service

Our Customer Promise sets out the standards all customers can expect. Some customers may need us to do things differently due to disability or communication needs. We record these needs and take them into account when planning work.

- **One-off garden clearance:** For customers who are struggling to manage their garden, we may be able to provide a one-off garden clearance to bring it back to a manageable standard. Where required, this service may incur a charge.
- **Tenancy Sustainment support:** Our Tenancy Sustainment Team can offer advice and support, including signposting to relevant local agencies or services that can help customers maintain their garden and home.

If you notice a neighbour struggling to look after their garden, please report your concerns via your [online portal at liverest.co.uk/my-account](https://liverest.co.uk/my-account) or contact our Customer Services Team on **0300 123 8080** or the Estates team at EstateServices@liverest.co.uk.

Making sure we deliver a quality service

We regularly check the quality of our services to make sure they meet the standards our customers expect. If something isn't quite right, we take steps to put it right. Our colleagues are trained and supported to carry out their work to a high standard, and we always welcome your feedback to help us learn and improve.

Your feedback is vital to helping us deliver better services and celebrate what's working well. If you would like to leave feedback, compliments or a complaint then please visit liverest.co.uk/compliments-feedback-and-complaints.

Following this standard

The Head of Estate Management is responsible for ensuring that this standard is followed by all colleagues and contractors across LiveWest. The standard will be reviewed at least every three years to make sure it remains up to date and effective.

How you can get involved

There are many different ways you can give us your views, from taking part in a quick survey or attending a focus group or even joining our customer scrutiny group, InFocus.

Take part in our exciting campaigns for you to give your views on our different services, strategies and policies. We really want to hear what you have to say. We ask for your views in a variety of ways, including surveys, polls, questionnaires and focus groups.

Your views matter to us, to find out more about all of the ways you can get involved visit [livewest.co.uk/getting-involved](https://www.livewest.co.uk/getting-involved).

Join us on social media

Find us on Facebook at [@WeAreLiveWest](https://www.facebook.com/WeAreLiveWest) and join our **Your Views** group.

Or Instagram [@WeAreLiveWest](https://www.instagram.com/WeAreLiveWest)

*This booklet explains the services we provide in most of our schemes. Some schemes, such as retirement homes or shared-ownership properties, may have different arrangements. If this applies to your scheme, we will let you know.



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