



# Your Estate Services

Our commitments to you



[orbitcustomerhub.org.uk](http://orbitcustomerhub.org.uk)

We're committed to making sure your estate and your shared areas are tidy, clean and safe. We work closely with our partners to make sure your estate is well maintained and looked after.



## What to expect

We do different jobs, depending on the season.

From **April to November** we carry out our summer grounds maintenance duties, which include:

- Grass cutting and mulching
- Maintaining hedges and shrubs so that access routes are kept clear
- Removing weeds
- Collecting litter

From **November to March** we carry out our winter grounds maintenance duties, which include:

- Winter pruning including trimming shrubs and hedges
- Grass edging (cutting the edges of the grass back to create straighter edges)
- Moss control
- Clearing litter and leaves



### How many times do we visit?

We aim to visit once every fortnight.



Grounds maintenance services are covered by us and our partners. Check your noticeboard for more information on your scheme's schedule.

**Visit our customer hub for more helpful information.**

## Communal cleaning

We clean communal areas every two weeks. There may be some changes to this if we've agreed other arrangements with you for an additional service charge.

## Window cleaning

### If you rent a home from us or own your home

Only external communal windows are included in this service, such as entrances, corridor windows and external windows.

### If you live in a Later Living or Supported Housing scheme

We only clean external windows, but we can include other areas by arrangement.



Read our FAQ's for more information on communal cleaning services and window cleaning.

## How we check we're doing a good job

### The quality of our work

Each month, our Contract Standards Manager checks at least 10% of schemes, and our partner also reviews 10%.

How we score our work:



**Green:**  
All standards met



**Amber:**  
Most standards met, issues fixed at next scheduled visit



**Red:**  
Standards not met, we will return in three working days

### Staying on track

If our partner misses or cancels a visit, they should let us know as soon as possible and reschedule the visit to take place within three working days.

### Resolving the issue

If an estate has a red score, we must go back within three working days to put this right.

Full details can be found on the communal spaces web page, visit [www.orbitcustomerhub.org.uk/communalspaces](http://www.orbitcustomerhub.org.uk/communalspaces) for more information.

## Looking after our trees

We have a number of communal trees that are our responsibility to maintain and we have a specialist tree team who manages this.



You can find out more about tree maintenance by visiting our web page.



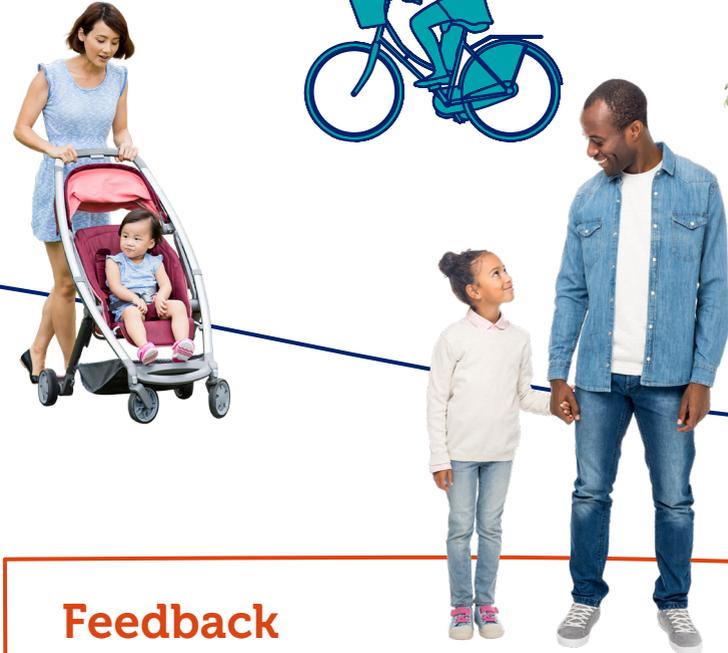
## Working together towards a greener future

Sustainability is at the heart of everything we do.

We're reducing carbon emissions, building energy efficient homes, supporting our communities and protecting nature to help create a better future for everyone.

Through our '30by30' work with The Wildlife Trusts, we're improving outdoor spaces with more trees, hedges and wildlife friendly planting.

Discover more about our commitment to sustainability and how we're shaping the future by visiting [www.orbitgroup.org.uk/sustainability](http://www.orbitgroup.org.uk/sustainability)



## Feedback

Your views on how we deliver estate services in your neighbourhood are really important to us. Understanding your experiences and expectations is valuable and it helps us improve our services.

You can share your feedback through myAccount, visit [www.orbitcustomerhub.org.uk/myaccount](http://www.orbitcustomerhub.org.uk/myaccount)



## Get in touch:

You can visit our website:

**[orbitcustomerhub.org.uk](https://orbitcustomerhub.org.uk)**

For more information,  
please contact us at:

**[orbitcustomerhub.org.uk/contact-us](https://orbitcustomerhub.org.uk/contact-us)**

Or to talk to us, please call:

**0800 678 1221**

Textphone:

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Take a look on social media:

**f @orbithousing**

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If you need information in a  
different format please contact  
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