

# Estate Management

## Service Standards



## Estate Management Service Standards

This information can be made available in a range of languages and alternative formats such as electronic copies (for example e-mail), or in large print, Braille or audiotape. Please contact the Communications Team on 0191 426 8370.

### Arabic

هذه المعلومات متوفرة بلغات عدة وصيغ مختلفة مثل النسخ الالكترونية (الايمل) والنسخ بأحرف كبيرة ولغة "البريل" للمكفوفين والنسخ السمعية. للحصول عليها يرجى مهاتمة فريق الاتصال على الرقم 0191 4268370

### Bengali

এই তথ্যকে বিভিন্ন ভাষা এবং বিভিন্ন ধরনের ফরম্যাটে দেয়া যেতে পারে যেমন, ইলেকট্রনিক কপি (উদাহরণ, ইমেইল), বড় অক্ষর, ব্রেইল অথবা অডিওটেপ। কমিউনিকেশান টিমের সাথে দয়া করে 0191 4268370 নম্বরে যোগাযোগ করুন।

### Farsi

این اطلاعات به زبان ها و فرمت های دیگر از قبیل نسخه های الکترونیکی (مانند ایمیل)، یا چاپ شده با حروف درشت، به خط بریل یا روی نوار صوتی قابل ارائه می باشد. لطفاً با گروه ارتباطات در شماره تلفن 0191 4268370 تماس بگیرید.

I want this information in Braille (Tick the box)

I want this information on audio tape (Tick the box)

I want this information in large print (Tick the box)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_



Freeport Plus RRKG-SRJC-LREG  
South Tyneside Homes  
Communications and (G.T.K.Y)  
Strathmore Viking Business Park  
11 Rolling Mill Road  
JARROW  
NE32 3DP

## Our promise to you

South Tyneside Homes is committed to providing you with excellent services that are relevant and meet your needs. Our service standards let you know the level of service you can expect from us.



We have set our standards with you and you have said these are the things that matter most. You have been involved in agreeing our standards and you will be helping us to monitor them, to make sure we keep Our Promise to You.

We aim to provide the best service we can and in doing so we will:

- Be polite and listen to what you have to tell us
- Treat you fairly and as an individual
- Respect your confidentiality
- Provide information that is clear, accurate and appropriate

We have a range of standards covering the different services that we provide. For more information on our other standards, please contact any of our offices listed at the end of this leaflet.

We will publish the results of your agreed Top Ten Service Standards every quarter in our newsletter 'Housing Matters', on our website and in our housing offices. We welcome your views and we would like you to tell us when we get things wrong or right. We will use the feedback you give us to improve the services we deliver.

## We will:

- Tell you the name of the estate officer responsible for your home
- Inspect estates at least 12 times per year
- Carry out quarterly estate walkabouts with tenants
- Remove dumped rubbish on estates within 2 days
- Remove needles and syringes within 1 day
- Remove offensive graffiti within 1 working day and all other graffiti within 2 working days
- Provide accompanied viewings for all offers of accommodation
- Give you a new tenancy agreement, handbook and welcome pack when you move in
- Make a follow up appointment to visit you in your home within 4 weeks of moving in

# How to contact us

Main switchboard: 0191 423 4000

Repairs: 0800 694 6900

Your Choice: 0800 177 7006

Email: [communications@southtynesidehomes.org.uk](mailto:communications@southtynesidehomes.org.uk)

Website: [www.southtynesidehomes.org.uk](http://www.southtynesidehomes.org.uk)

## **Horsley Hill Housing Office\***

Horsley Hill Square  
South Shields  
NE34 7HE

## **Boldon Housing Office**

North Road  
Boldon  
NE35 9AR

## **Landreth House Housing Office\***

Boldon Lane  
South Shields  
NE34 0AJ

## **Hebburn Housing Office\***

Civic Centre  
Campbell Park Road  
Hebburn  
NE31 2SW

## **Service South Tyneside South Shields\***

Town Hall and Civic Offices  
Westoe Road  
South Shields  
NE33 2RL

## **Service South Tyneside Jarrow\***

Town Hall  
Jarrow  
NE31 3LE

\*This office has disabled access

All offices are open Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm.

We are working in partnership with South Tyneside Council.  
South Tyneside Homes Limited registration number: 05381705

A company controlled by South Tyneside Council.

Registered Office: Town Hall and Civic Offices, Westoe road, South Shields, Tyne and wear, NE33 2RL.  
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