



St Georges
COMMUNITY HOUSING



Press Release

Working in Partnership

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April 2009

St Georges Community Housing and Basildon District Council have launched a new service standards agreement which will help the area progress towards a safer and more attractive community.

The commitment to improving resident services will ensure Basildon's tenants are at the heart of all decisions and have been devised in partnership with the councils Operational Services Department.

The service will cover two key areas:

1. Grounds Maintenance

This will ensure both the natural and build environment is maintained at a high standard and will include maintenance, inspection and repair of play areas, grass cutting, shrub bed maintenance, weed control and the maintenance of and inspection of trees.

2. Cleansing services

Improving the cleanliness of the environment will vastly improve morale and the sense of security. This will be done by removing graffiti, ensuring speedy removal of fly tipping (and working to reduce the offence taking place), increasing litter collection, general sweeping and gritting.

Steve Shynn, Interim Chief Executive of St Georges Community housing said; "The Service Standards agreement is part of our ongoing commitment to improve the local community and enhance the standard of living for residents. This will ensure a consistent service is provided and easily monitored across the Basildon district. In addition to this, St Georges Community Housing will be introducing estate notice boards throughout the district, which will keep the community fully involved with all activity."

The service standards have been developed alongside the Audit Commissions 'Key Lines of Enquiry for Housing Management' and are widely available to all residents via the website – leaflets will also be available at one of the Area Housing Offices.

St Georges Community Housing was established as an Arms Length Management Company (ALMO) in April 2007 and manages Basildon District Council's 12,900 homes and 5,900 garages. It works in partnership with the council and its residents to develop communities in which people are proud to live.

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