

FACTSHEET

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## OUR ESTATE MAINTENANCE SERVICE PROMISE



ASTER  
GROUP

To help make our communities pleasant places to live we'll play our part by maintaining our homes and estates.

We'll provide you with a clear idea of what's our responsibility and we'll work with third parties to resolve issues such as graffiti or abandoned vehicles.

You can work with us by keeping your gardens clean and tidy, and you can even join in with our regular neighbourhood inspections if you want too.

For more information, you can read our estates policy by visiting [www.aster.co.uk](http://www.aster.co.uk) or you can call us on **0333 400 8222**.



OUR ESTATE  
MAINTENANCE  
SERVICE PROMISEASTER  
GROUPWHEN MAINTAINING YOUR HOME OR ESTATE,  
WE PROMISE TO:

- Keep communal areas clean and safe
- Carry out regular neighbourhood inspections and provide information on how you can join in on our website
- Work with you, statutory authorities, and other landlords or organisations to resolve any issues
- Make sure that all communal cleaning is carried out in line with the specification set out in the appropriate contract
- Carry out grounds maintenance work on our estates in line with the specification agreed with you
- Follow up and work with third parties where appropriate on all reports of abandoned vehicles, taking legal action to remove the vehicle if necessary
- Resolve any reported fly tipping quickly
- Remove any offensive graffiti within 24 hours of being told about it (Mon-Fri) and removing all other graffiti within 20 days
- Cut and collect grass 17 times each year, on average once every two weeks between March and October. Where bulbs, like daffodils and crocuses are planted we'll wait until they have flowered and died down naturally before cutting the grass
- Keep shrubs and herbaceous borders free from litter, debris and weeds and keep pathways clear from overgrowing plants
- Prune base growth and tree branches below two metres that overhang pathways
- Avoid pruning hedges between May and early July to avoid birds nesting
- Inspect ditches and drainage channels at least monthly to ensure the free flow of water, and remove any major obstacles. All channels will be trimmed and cleared at least once each year
- Pick litter, sweep debris and clear leaves on all hard surfaces such as footpaths, garage forecourts, parking spaces and gravelled and drying areas as well as regularly removing weeds and moss
- Carry out tree maintenance in accordance with our Tree Strategy
- Write to, or visit, customers with an untidy garden and agree with them what they need to do to make it tidier. We will visit them 28 days later to make sure that the improvements have been made