

Environmental Services Policy

1. Introduction

- 1.1 A2Dominion will provide environmental services on its housing developments that offer value for money for service charge payers.
- 1.2 We will work closely with local authority partners to provide high quality services that meet our residents' needs. We will do this by regularly testing the market and ensuring that residents are involved in the procurement of services.
- 1.3 The policy complies with the following regulatory and good practice standards:
 - Public Health Act 1936
 - Prevention of Damage by Pests Acts 1949
 - Landlord and Tenant Act 1985
 - Environmental Protection Act 1990
 - Common Law Nuisance 1990
 - Regulatory Code: homes to be maintained in a lettable condition
 - Right to Light: 1959
 - EN1176 British and European Standard for playground Equipment
 - RoSPA guidelines
 - Occupier's Liability Act (1957 revised 1984)
 - Wildlife and Countryside Act (1981)
 - Health and Safety at Work (1974)

2. What services will we provide?

- 2.1 A2Dominion will provide the following services:
 - Communal cleaning

For a copy of this policy in an alternative format, such as large print or a translation, please contact our Customer Contact Centre by calling 0800 432 0077 or via our website (www.a2dominion.co.uk/contact)

- Bulk refuse and fly tipping removal
- Pest control/infestation
- Communal gardening
- Tree surveys and tree surgery
- Playground / recreational area inspections

2.2 The type and scope of any environmental services we provide will depend on the size, type, layout and location of the housing stock as well as the demographic of our residents. These services may be provided by:

- An on-site resident caretaker
- A mobile caretaking team covering the area
- Cleaners
- Contractors

2.3 This policy sets out the responsibilities we have as a landlord, as well as the areas we do not have responsibility for. Where we cannot help, we will aim to signpost customers to other help and services, for example, from local partners and schemes such as schemes to help with managing trees or loaning tools.

3. Service standards

3.1 A2Dominion has agreed with residents and key stakeholders the following set of service standards, which is the norm (unless exceptional services require a different approach such as a faster turnaround or if the work may take longer due to complexity or scale of the job):

Service	Frequency of works
Cleaning	Weekly cleaning of communal areas
Grounds maintenance	Fortnightly maintenance
Reported bulk waste collections	Five working days collection
Tree services	Varies depending on Tree Preservation Orders in place for area or tree
Pest control	Varies depending on the circumstance
Playgrounds/recreational areas	Monthly inspections
General enquiries	We will respond within five working days

3.2 Customers can request a service through MyAccount or through the Customer Contact Centre. Information about common concerns can be found on A2Dominion's website.

3.3 Regional management teams will monitor performance and report to regional boards, the Customer Services Committee and the Customer Insights team on, demand, waiting times and our performance against our target timescales.

4. Communal cleaning

4.1 A2Dominion will:

- Set cleaning standards for communal areas together with residents (or the relevant trust/landlord, authority where appropriate).
- Undertake the cleaning of communal areas, following the British Institute of Cleaning of Science standards (BICS), using cleaning products that are Control of Substances Hazardous to Health 2002 (COSHH).
- Have an effective performance monitoring system.
- Carry out regular estate inspections; the schedule of these will vary depending on the size of the estate.

5. Bulk refuse and fly tipping removal

5.1 Items such as discarded furniture, white goods, large appliances and items you are likely to take with you when moving house are classed as bulky items. Fly tipping is illegal and therefore A2Dominion may:

- Identify those responsible for dumping the items and take the appropriate action against them.
- Report any bulky items to the relevant contractors to have them removed. In most cases this will result in the cost of removal being charged to the resident.
- Consider rubbish amnesty events, where we will provide a skip on a specific estate for a number of days. Customers can then deposit unwanted items free of charge.

6. Infestations / pest control

6.1 Any reports of infestations in communal areas, such as rats in bin stores, will be investigated by A2Dominion. If the infestations are in a resident's own property, it is their responsibility to arrange removal either via the local authority or a private contractor, unless expressly stated as part of a lease agreement.

6.2 A2Dominion may take remedial action within homes at our own discretion where there are particular needs, for example arising from our prioritisation work and policy which aims to provide a faster turnaround for customers who are vulnerable.

7. Gardening

7.1 Where A2Dominion has responsibility for gardening (i.e. communal areas) we will:

- Have procedures for landscape/gardening maintenance, including appropriate specifications and contract monitoring arrangements.

- Select plants and planting designs appropriate for the location and use of the area, including non-poisonous plants in areas where children play and prickly plants to deter intruders.
- Choose low maintenance, durable plants that can thrive in the local environment for long-term sustainability.
- Take care of the existing plants and mow the lawns regularly. Our responsibility excludes watering.

7.2 If a resident is failing to maintain their garden due to ill health or other vulnerable factors, we may assist the resident by giving advice or referring them for support.

8. Trees

8.1 We will conduct a tree survey in communal areas for properties where we have cleaning and ground contracts in place. These are undertaken every two years and a schedule of works will be produced. Works will be prioritised in accordance with their urgency.

8.2 Trees will not be removed unnecessarily. Tree Preservation Order (TPO) checks will be made, and the relevant permissions sought before works are undertaken.

8.3 Trees in tenant's gardens will remain the resident's responsibility during the length of their tenancy. A2Dominion will inspect trees where there is a possible health and safety risk.

8.4 Whilst we recognise that trees around our homes can sometimes obscure daylight, we are not obliged to treat trees for this reason alone.

9. Playground / recreational area inspections

9.1 We carry out The Royal Society for the Prevention of Accidents (RoSPA) accredited inspections every month to all playgrounds, outside gym equipment and multi-use games areas (MUGAs). Costs for these inspections are divided between residents who benefit from the maintenance of this play or outdoor equipment.

9.2 We maintain quality, carry out minor repairs and close facilities where there is high risk of injury, pending remediation.

9.3 When appropriate, we ensure costs of works are fairly divided between residents who benefit from the works.

10. Estate inspections and maintenance issues

- 10.1 We will conduct regular estate inspections, the timing of these based on the stock portfolio.
- 10.2 Communal maintenance issues will be identified as part of the regular estate inspection regime and reported directly to A2Dominion's contractor(s) for action or inspection. When we identify a need for repairs to common parts as identified in our lease/tenancy, we will report them to our joint venture partners who will carry out repairs.

11. Resident consultation

- 11.1 To plan for improvements, we will conduct estate walkabouts with residents to gather feedback and set priorities.
- 11.2 A2Dominion will:
 - Consult and involve residents on choice of improvements
 - Involve the relevant voluntary and statutory agencies such as local authorities or managing agents.
 - Keep residents informed about major works that may affect access to communal areas

12. Health and safety in relation to environmental services

- 12.1 A2Dominion expects residents to notify them of any health and safety issues related to communal areas and environmental services. We have a general duty to uphold property safety and take responsibility for maintaining a safe environment for our staff, residents, and visitors on our land.
- 12.2 A2Dominion will comply with health and safety regulations fundamental to environmental service duties where machinery, tools, cleaning materials, and pesticides pose potential risks to staff, residents and passers-by.
- 12.3 Estate based staff will receive appropriate training on health and safety.
- 12.4 A2Dominion's front-line operations staff can identify, report and deal with health and safety hazards having received appropriate training. A2Dominion requires contractors to comply with Health & Safety legislations.

13. Enforcement of lease / tenancy conditions

- 13.1 A2Dominion may take action against persons found to be causing a nuisance in regard to dumping rubbish, fly-tipping or defacing A2Dominion property.

14. Performance measures and targets

- 14.1 Performance data about the effectiveness of our environmental services will be gathered, analysed and evaluated. Reports are produced to drive continuous improvements in our service delivery to our customers.
- 14.2 Residents may request copies of the standards of Grounds Maintenance and Cleaning.

15. Responsibility and reporting arrangement

- 15.1 The Director of Homes and Communities is responsible for ensuring that all appropriate staff involved in the implementation of this policy are aware of and trained in the policy and procedures.
- 15.2 We will produce regular performance reports which are used as part of operational oversight.

16. Monitoring and review arrangements

- 16.1 This policy will be reviewed every three years, unless legislation or sector developments require otherwise, ensuring that the policy continues to meet its objectives and takes account of best practices.

17. Consultation

- 17.1 This policy has been developed in consultation with colleagues across operational teams and informed by industry good practice. We have also consulted with customers and our Customer Services Committee.

18. Equality, diversity & inclusion

- 18.1 A2Dominion Group, staff, partners, stakeholders and contractors are committed to providing services which are relevant and appropriate to the needs of our customers. We will treat others fairly and without discrimination.
- 18.2 We will ensure that all our services relating to this policy are accessible and available for all customers as set out in the requirements of the Equality Act 2010.

19. Data protection statement

- 19.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 19.2 A2Dominion Group and its affiliated organisations are registered as data controllers with the ICO. The registration numbers are as follows:

- A2Dominion Housing Group Limited: Z4843307
 - A2Dominion Homes Limited: Z9799978
 - A2Dominion South Limited: Z7835340
 - A2Dominion Housing Options Limited: Z5412073
 - A2Dominion Residential Limited: Z3391351
 - A2Dominion Developments Limited: ZA103931
 - Pyramid Plus London LLP: Z3594227
 - Pyramid Plus South LLP: Z3594230
- 19.3 Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information to provide housing services and meet our contractual and legal obligations. All persons authorised to receive personal data are obliged to handle personal data in accordance with applicable laws and regulations at all times.
- 19.4 For information on how we collect, store, process and use customers' personal data, please visit our website on a2dominiongroup.co.uk/privacy-and-cookie-policy.
- 19.5 For employee related privacy statement, please contact our HR team at hrenquiries@a2dominion.co.uk.
- 19.6 You can also contact the Data Protection Officer / Data Compliance team at governance@a2dominion.co.uk