



## How to contact us

Lambeth Service Centre  
PO Box 41091  
London SW2 1XZ

[housing@lambeth.gov.uk](mailto:housing@lambeth.gov.uk)

General enquiries/appointments  
**020 7926 6000**

Leaseholders  
**020 7926 6700**

Vulnerable tenants  
**020 7926 6270**

Emergency repairs  
**020 7926 6666** any time, day or night

### Tenant Management Organisation (TMO)

If you live on an estate managed by a TMO, please contact the local office or call **020 7926 6000** for details

### Spanish

Si desea información en otro idioma, rogamos nos llame al **020 7926 6660**.

### Portuguese

Se desejar esta informação nouro idioma, favor telefonar para **020 7926 6660**.

### French

Si vous souhaitez ces informations dans une autre langue, veuillez nous contacter au **020 7926 6660**.

### Somali

Haddii aad jeceshahay inaad warbixintan ku heshid luqad kale, fadlan la xiriir **020 7926 6660**.

If you would like this information in large print, Braille, audio tape or another language please contact us on **020 7926 6000**.

### Leaflets on service standards are available for:

- Nuisance and anti-social behaviour
- Investing in your homes
- Paying your rent
- Resident involvement
- Repairs
- Leasehold and home ownership
- Gas safety
- Empty properties
- Tenancy management
- Customer care

## Looking after your estate – Service Standards

# Clean and green

Working to keep your estates and environment tidy



## Better Homes, Better Value, Better Service

### Our commitment to you

Our service standards set out what we will do and how quickly we will do it. These standards are our commitment to you and they explain the level of service you can expect from us. This leaflet contains information on how to give us feedback on our services.

We believe that whatever your race, sex, age, culture, faith, sexuality or disability, you should have access to housing services that meet your needs.

## Looking after your estate – Service Standards

This leaflet tells you about the services we provide for our estates. Services to residents living on an estate managed by Tenant Management Organisations or Estate Management Boards may vary slightly.

### Keeping your estate clean

We will:

- keep staircases, lifts and the shared areas of your estate clean and litter free
- check every day that all communal entrance halls, lobbies and internal corridors are clean
- clean and check lifts within your building every day
- sweep, mop and spot clean walls, staircases, corridors and lobbies every week
- empty, dust and position the refuse containers every week, removing litter and bulkier items from the bin chambers

### Grounds maintenance

We will cut the grass:

- every four weeks from December - March
- every seven days from April - June
- every 10 days from July - November

### Shrubs and Trees

- contact the Lambeth Service Centre to get a detailed timetable of work on shrubs, rose beds and trees

### Window cleaning

- we will make sure that we clean external shared windows at least eight times a year, up to the third floor
- we will display the timetable at your Local Housing Office for when this work will be carried out including the cleaning of windows on all other floors

### Graffiti removal

- we will remove all graffiti within three days
- we will remove racist or other offensive graffiti within 24 hours

### Repairs

- we will inspect your estate daily and carry out repairs to the target times that we have set. For further information on target times, please refer to our Repairs Service Standard leaflet

### Complaints

If you're not happy with our service, your complaint can help us to improve. Please call our Housing Customer Relations Section on, **020 7926 3497** Monday to Friday 9am-5pm, or write to:

Housing Customer Relations Manager  
Lambeth Housing Services  
Hambrook House  
Porden Road  
London SW2 5RW

E-mail:

**DHSCustomerRelations@lambeth.gov.uk**

You can also visit our website at:

**www.lambeth.gov.uk**

### Feedback

We also need to know when we get it right – this helps us to keep to the standard of service that you want. If you received a better-than-expected service from a team or a staff member, please tell us, using the details below.



Our aim is to deliver better homes, better value and better service to you.

Help us continue to improve by giving us feedback on how we deal with your requests and concerns.

Este folleto trata sobre cómo cuidar de su grupo de viviendas  
Este folheto trata da manutenção da sua propriedade

Cette publication traite du sujet suivant : Gestion et entretien de votre lotissement.  
Warqaddaan qoran waxay ku saabsan tahay xannaaneynta xaafadda