

## neighbourhood services

Ashton Pioneer Homes aims to provide a nice neighbourhood and pleasant surroundings for all residents - this is a guide to the services we provide



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## Introduction

Ashton Pioneer Homes aims to provide a nice neighbourhood and pleasant surroundings for all residents. We provide services to tenants that help them feel safe and secure in their own homes and community.

Our Neighbourhood Services Team work 24 hours a day, seven days a week providing the totally unique service of:

- CCTV monitoring
- Door Entry and Concierge Service.
- Caretaking and Cleaning
- Estate Patrols
- Response to Anti-Social Behaviour
- Out of Hours Services

You can contact the Neighbourhood Service Team at any time day or night by:

- Your Intercom Hand Set
- Landline Telephone: 0161-339-9377
- 2 Mobile Phones : 07764663031 and 07764663032

## C.C.T.V. Services

Ashton Pioneer Homes provides CCTV camera surveillance throughout their estates and in the foyers and lifts of the high rise tower blocks. The cameras are monitored 24/7 every day of the year, the images from each camera are recorded, and retained for approximately 21 days.



When incidents are detected the Neighbourhood Services Team provide a response by:

- The team responding themselves to incidents of anti-social behaviour.
- Working closely with Greater Manchester Police on incidents of suspected criminal activity.
- Ensuring that any evidence is saved for use in tenancy compliance or criminal prosecutions.

## Concierge Services



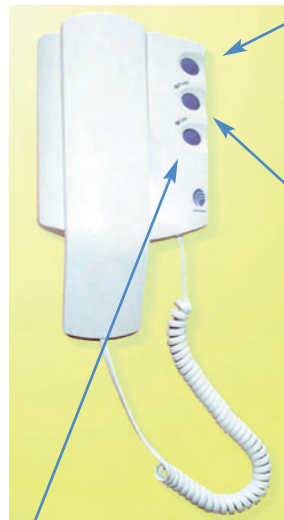
Our concierge system electronically controls access into the tower and the maisonettes blocks. The system is fitted to both the pedestrian gates and the main entrance doors, tenants gain access by the means of a fob and visitors gain access by pressing the number of the flat they wish to visit, then call or the concierge button.

The calls can either go straight through to the property or to the concierge who will contact the tenant to get permission to let the visitor in. Tenants give access to their visitors by pressing the enter button on their handset. If tenants don't wish to be disturbed they can

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activate the privacy button on their hand sets, all calls will then go via the concierge and access will be denied. In cases of emergency our concierge can over ride the Privacy Button.

## How to Use Your Door Entry Handset



### ■ Concierge Button

You can contact the Neighbourhood Services Team 24 hours a day, 7 days a week. Do not pick up your handset, simply press this button and wait for us to call you.

### ■ Privacy Button

If you do not wish to be disturbed then press the Privacy Button, the indicator will light up red. No calls will come through to your handset for 6 hours, after which the hand set will switch it back on.

**In the event of an emergency the Neighbourhood Services Team can over-ride the Privacy Button, therefore if your handset does ring when you have selected the privacy mode please make sure you answer your call.**

### ■ Enter Button

If the call to your flat is from a visitor that you want to allow into the building just press this button.

### ■ Faulty Handsets

If you have a fault on your handset please report it to Customer Services on 0161 343 8128 or Neighbourhood Services on 0161 339 9377

## Cleaning Standards

The standard of cleaning in the communal areas of our buildings is important to us because it's important to our residents.

We make sure our residents know what to expect by advertising our standards on notice boards in our communal areas.

### ■ Essential Services

The communal areas of the tower blocks are checked at least twice a day, disposing of rubbish and spot cleaning where required, checking chute rooms and chutes and cleaning lift cars and foyers.

### ■ Programmed Cleaning

Each tower and maisonette block is cleaned twice per week, details of days when cleaning takes place are displayed in the notice board in the foyer of the block. In addition on a monthly basis all the woodwork and glass will be cleaned, the lift walls and tracks will be cleaned and the foyer floor will be stripped and polished.

### ■ Emergency Cleaning

We also provide a rapid reactive cleaning service to clear up any cleanliness problems in the communal areas that are reported by service users.

### Cleaning at a Glance:

- Available 24 hours a day 7 days a week
- Essential services removing rubbish and cleaning lifts and foyers
- Programmed Daily cleaning
- Programmed Monthly cleaning
- Rapid response to emergencies

We ensure these standards are met by involving residents in the monitoring of the service, our Block Representatives are contacted every month by the Neighbourhood Services Team to discuss our cleaning standards.

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## Estate Patrols

Every day between the hours of 7pm and 11pm the Neighbourhood Services Team, undertake patrols of our estates and the communal areas of our properties. Carried out in one of the Company vehicles and on foot these patrols allow the staff to:

- Respond immediately to issues of anti-social behaviour
- Call on vulnerable residents to make sure they are OK
- Build up a rapport with the youth on the estates
- Help residents to feel safe in their homes.

## Out of Hours Services

Having staff on site 24/7 gives Ashton Pioneer Homes the ability to provide a unique out of hours services.

What do we provide?

- A member of staff available 24/7 every day of the year
- Response to anti-social behaviour out of normal working hours
- 24 hour rent receipting facility
- 24 hour account balance facility
- 24 hour facility for reporting repairs
- A member of staff to attend emergencies 24/7

So if you need us contact us day or night you can do by:

- Pressing the concierge button of your handset
- Telephoning our 24/7 land line 0161-339-9377
- Telephoning our mobile numbers 07764663031 or 07764663032

## Residents Parking

Ashton Pioneer Homes are working together with UK Parking Patrol to enforce parking restrictions within our Residents Only Parking Areas. UK Parking Patrol are members of the British Parking Association and therefore subject to the Associations Code of Professional Conduct.

They have been issuing Penalty Notices since September 2005, and patrol at various times of the day and early evening in the hope of having the maximum effect on ensuring that those residents who have chosen to rent a space are able to use their allotted bays at all times.

We regularly update UK Parking Patrol with any changes or problems we are aware of but you can help us to help you by:

- Ensuring that you visibly display your parking permit
- Parking in your allocated bay
- Informing us when you change your vehicle
- Reporting details of vehicles misusing the car parks to Ashton Pioneer Homes
- Letting Customer Services know if any of the Restrictive Parking Signs are removed or vandalised, so that we can inform UK Parking Patrol who are responsible for their replacement.

Zappers are also available for a refundable fee of £30 which will allow access to a specific car park without getting out of your car.