

Estate Management

Version 1, June 2006



watmos
COMMUNITY HOMES

WATMOS Community Homes (WATMOS) through the Tenant Management Organisation (TMO's) aims to offer a wide range of services to manage the area where you live. We will ensure we safeguard the health and safety of all our tenants and residents by creating a pleasant environment for you to live in.

We aim to ensure that we quickly identify and take prompt action to resolve any issue relating to the management of the estate.

Looking after your neighbourhood

To make sure that our TMO areas are places where people want to live and feel safe, your TMO will, wherever possible, aim to

Undertake inspections and visits

- Inspect estates on a daily basis, taking action to deal with untidy gardens, rubbish, dumped bulky items, and unsatisfactory cleaning of communal areas in buildings.
- Undertake joint estate walkabouts every 3 months with tenants, residents, committee members and WATMOS staff.
- Keep communal areas and facilities safe, working with you and others to identify improvements to enhance your personal safety and general safety in your area.
- Inspect at least once a week, common staircases and landing areas.
- Work in partnership with Walsall Council to quickly deal with reports of environmental nuisance such as the removal of biological hazards including fly tipping, pest infestation, discarded needles and abandoned cars.



Undertake work such as

- Every two weeks in the growing season, grass cutting.
- Once a month during the growing season, attending to flower beds, trees and shrubs.
- Within 24 hours of being reported, replacing broken light bulbs in your TMO area.
- Within 24 hours of being reported, graffiti cleaning and removal.
- Cleaning lifts daily, and as required.
- At least once every three months, common windows cleaning by an approved contractor.
- Within 24 hours, ensuring that any reported breakdown in the TV aerial system is reported to the relevant contractor.
- Ensuring that all properties are safe and secure when empty.

Details of how to contact your TMO to report an estate management issue, or to see if they undertake any other work not mentioned above, are at the end of this leaflet.



Your responsibility

As a tenant of WATMOS we ask that you help us maintain your home and the TMO area where you live by

- Telling us about anything which adversely affects the appearance or amenities in your area, for example abandoned vehicles.
- Reporting any anti social behaviour to your TMO and anything criminal to the police.
- Asking us for permission if you wish to run a business from your home.
- Writing to us with any requests for internal or external alterations to your home before you start, or you may be in breach of your tenancy agreement.

Customer Satisfaction

We seek the views of customers from all sections of the community, welcoming feedback and new ideas to assist us to improve and develop our services.

Reporting to Tenants

WATMOS will report to our tenants on how well we and the TMO's deal with estate management in our Annual Report.



Complaints about the Service

Your TMO has a complaints procedure for you to use if you are unhappy about the way they have dealt with a problem relating to estate management.

The TMO's will be happy to provide you with our Compliments, Comments and Complaints leaflet which explains our procedure for making a complaint to us. Or talk to a member of staff.



Who to contact

You can contact your TMO at the following

Avenues TMO Office

10/11 Second Avenue
Brownhills, Walsall, WS8 6JA

☎ 01543 453659

☎ 01543 452905

✉ avenues@watmos.org.uk

Burrowes Street TMO Office

Burrowes Street
Walsall, WS2 8NN

☎ 01922 613292

☎ 01922 746949

✉ burrowes@watmos.org.uk

Chuckery TMO Office

2 Brookes House, Tantarra Street
Chuckery, Walsall, WS1 2HS

☎ 01922 644456

☎ 01922 640841

✉ chuckery@watmos.org.uk

Delves East and West TMO Office

West Bromwich Road
Delves, Walsall, WS5 4NW

☎ 01922 720790

☎ 01922 638658

✉ delves@watmos.org.uk

Leamore TMO Office

1 Dover House
Providence Close
Leamore, Walsall, WS3 2AW

☎ 01922 493266

☎ 01922 493266

✉ leamore@watmos.org.uk

Sandbank TMO Office

1a Clarke House
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

☎ 01922 400219

✉ sandbank@watmos.org.uk

Twin Crescents TMO Office

11 Grove Crescent
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

☎ 01922 682539

✉ twincrecents@watmos.org.uk

Watmos Community Homes

29 Stafford Street
Walsall WS2 8DG

☎ 01922 471910

☎ 01922 612967

✉ info@watmos.org.uk

You can find more information about WATMOS and the TMO's at www.watmos.org.uk



This leaflet is about **Estate Management**. If you need help reading or understanding the contents of this leaflet, please contact your TMO Manager who can arrange any of the following:
Large print, Braille, audio tape or other languages.



Punjabi

ਕਿਸੇ ਦੀ ਸਦਾ ਸ਼ਕੀਲ ਦੇ ਪ੍ਰਭਾਵ ਨਹੀਂ ਹੋ ਸਕਦੇ ਹਨ। ਕਿਸੇ ਦੀ ਸਦਾ ਸ਼ਕੀਲ ਦੇ ਪ੍ਰਭਾਵ ਨਹੀਂ ਹੋ ਸਕਦੇ ਹਨ। ਕਿਸੇ ਦੀ ਸਦਾ ਸ਼ਕੀਲ ਦੇ ਪ੍ਰਭਾਵ ਨਹੀਂ ਹੋ ਸਕਦੇ ਹਨ।

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Hindi

किसी की सदा शकिल के प्रभाव नहीं हो सकते हैं। किसी की सदा शकिल के प्रभाव नहीं हो सकते हैं। किसी की सदा शकिल के प्रभाव नहीं हो सकते हैं।

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Urdu

کسی کی سدا شکیل کے پرباؤ نہیں ہو سکتے ہیں۔ کسی کی سدا شکیل کے پرباؤ نہیں ہو سکتے ہیں۔ کسی کی سدا شکیل کے پرباؤ نہیں ہو سکتے ہیں۔

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Gujarati

કોઈની સદા શકિલના પ્રભાવથી બચી શકાય નથી। કોઈની સદા શકિલના પ્રભાવથી બચી શકાય નથી। કોઈની સદા શકિલના પ્રભાવથી બચી શકાય નથી।

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Bengali

কোনো সবার সাক্ষরতার প্রভাবই হতে পারে না। কোনো সবার সাক্ষরতার প্রভাবই হতে পারে না। কোনো সবার সাক্ষরতার প্রভাবই হতে পারে না।

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Arabic

هذه الشرح حول إدارة المنطقة السكنية، من كنت بحاجة لتفاصيل في فروعهم محتويات هذه الشرح، فترجى الاتصال بخبر TMO بأي استفسار تريد - في من الأمور كثيرة

تأشجها حروفه كبيره
تأشجها شغفه برين تعاقدي الحس
تأشجها على نوبه سوني شغفه التي نخرها
فراعيه ناس من كل شخص شغفه التي نخرها

Somali

Macluumaad Siidahan waxaa ku saabsan yahay Maamulka Guryaha, Haad i aad u baahan tahay caawin akhiska ama lanamka waxa uu ka kooban yahay macluumaad siidahan, Fadlan la xiriir Maamulkaaga TMO kaasoo kuu diyaarinaya mid kasta oo arrimaha hoose ah

In iyadoo la' waawayn an'a helo
In iyadoo larta Ind-colayaasha ah la helo
In iyadoo caqlad d'agayso luqadoda aad doonayso ah la helo
In la'agu helo qal kungu akhrya luqadda aad doortid