



## ENVIRONMENTAL ESTATE WALKABOUTS

Join us on our walk around your estate

Help us to transform

**THIS**

**INTO**

**THIS**



# DO YOU CARE ABOUT YOUR ESTATE? AIRE VALLEY HOMES LEEDS DO!

Since February 2008 we have dealt with over 1010 issues resulting from our **Estate Walkabouts**.

Some of our customers completed surveys during the **Walkabouts**. You highlighted as key priorities which needed to be dealt with quickly:

- Litter and rubbish removal
- Graffiti removal
- Illegal Dumping/Fly Tipping removal
- Untidy gardens

### WE HAVE RESPONDED

- by investigating 68 incidents of litter and rubbish and arranging clearance
- by arranging for removal of 33 incidents of graffiti, some of which was racist, within 2 days
- by investigating and removing 194 incidents of illegal dumping/fly tipping – the average response by our Estate Caretaking Team has been 4.3 days
- by tackling 363 untidy gardens and arranging for 113 where elderly or disabled and vulnerable tenants were involved to receive practical help and assistance from our Estate Caretaking Teams and a range of voluntary agencies

### TARGETS

Listed are some of our targets – you can help by checking we meet these:

<b>Insecure empty properties</b>	<b>24 hours</b>
<b>Damaged or dangerous pathways</b>	<b>24 – 48 hours</b>
<b>Removal of drug paraphernalia</b>	<b>24 hours</b>
<b>Racist graffiti</b>	<b>24 hours</b>
<b>Other graffiti</b>	<b>5 days</b>
<b>Untidy gardens</b>	<b>14 days</b>

### ARE WE IMPROVING?

Thank you to our customers who completed our **Walkabout** surveys.

Nearly 70% of you said you felt **OK, Satisfied** or **Very Satisfied** when asked how you felt about the area in which you live.

When we asked if you had seen any improvements in the last 3 months a quarter of you said their immediate area was **'Better'** or **'Much Better'**

### DATES FOR YOUR DIARY

Should you wish to know more about our **'Walkabouts'** please contact us on 0800 915 6660. You are welcome to come along on a walkabout but please telephone your local office the day before to make sure the event is going ahead as planned.



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 0113 2141942 and speak to the Equality Officer