



# Estate Inspections Frequently Asked Questions



March 2011

## Who can take part in an Estate Inspection?

- All tenants, leaseholders and residents are invited to take part
- Ward Councillors
- Street Scene Officers
- Police

## What is an Estate Inspection?

- You walk round the area where you live
- It gives you the opportunity to suggest improvements to the estate
  - You can point out issues you think need addressing
  - It encourages you to develop good working relationships with Council officers
  - Helps you to get to know your neighbourhood



## How often do Estate Inspections happen?

- Every month in an area where lots of issues are identified
- Every two months in other areas

## How will I know when my estate is due to be inspected?

Inspection dates are advertised:

- In Hot News - May/November editions
- On the Council website:  
[www.darlington.gov.uk/housingservices/tenantleaseholderinvolvement](http://www.darlington.gov.uk/housingservices/tenantleaseholderinvolvement)
- You can also find out times and dates by telephoning Customer Services on (01325) 388542.

## What should I do before I go on an Estate Inspection?

If you are interested in taking part in the estate inspection you should check the date by;

- contacting Customer Services on (01325) 388542 to check the time and place to meet

- making sure that the Management Officer knows you are interested and provide a contact name and number in case they need to contact you

If you have any issues to report but are unable to attend the estate inspection please report them to Customer Services on (01325) 388542 or e-mail [housing@darlington.gov.uk](mailto:housing@darlington.gov.uk)

## What will happen during the Estate Inspection?

If this is the first time you have taken part the Management Officer should explain what will happen - be sure to ask if you are unsure

- They should introduce themselves to you
- A map of the area to be walked round should be available if you want one, if not please ask for one
- You should be looking for housing issues and the Management Officer will take a note of any spotted and offer to send you a list of these
- Non housing issues can be reported to the correct departments if they are an issue of importance
- The inspection is not for residents attending to report their own specific repairs to do this you should contact Customer Services on (01325) 388542



## What will happen after I have taken part?

You should:

- receive a copy of the issues picked up on the inspection. If not please contact your Management Officer to request one
- receive feedback to let you know what action has been taken on the issues picked up on the inspection

