

# Estate Ranger Services

**CHP's Estate Rangers aim to provide a visible presence in communities to help reduce crime, deal with your concerns relating to the condition of communal areas, and respond to certain incidents of antisocial behaviour. The information in this leaflet tells you what you can expect from the Estate Rangers.**

## Who are Estate Rangers?

Estate Rangers provide a uniformed presence in the community and can respond to certain cases of antisocial behaviour and crime. The Estate Rangers will also monitor the standards of work carried out by contractors on behalf of CHP.

Rangers are accredited by the police under the Community Safety Accreditation Scheme (CSAS). They work closely with residents, Police Community Support Officers (PCSOs) and other agencies, such as the Youth Offending team and DVLA, to target identified hot spots. Rangers can tackle the following types of antisocial behaviour:

- Abandoned or untaxed vehicles
- Fly-tipping
- Graffiti

Estate Rangers are part of the Quality of Life team, which aims to improve communities by working with a variety of agencies including youth clubs, local authorities and voluntary organisations.

## What do Estate Rangers do?

The main purpose of an Estate Ranger is to manage all communal areas owned by CHP by helping to ensure they are in a clean, tidy, and in safe condition.

They will respond to complaints and concerns including:

- Taking action on fly-tipping and graffiti
- Reporting or arranging removal of untaxed, SORN (Statutory Off Road Notification) or abandoned vehicles
- Monitoring cleaning and grounds maintenance standards by visiting and inspecting all communal areas at least once a month
- Arranging repairs to communal areas and inspecting the work that has been carried out
- Checking smoke alarms in communal areas

Rangers will also help and encourage you to become more involved in your community. They will visit new CHP residents within one month of moving in to answer questions about the local area and will invite all local residents to estate inspections to suggest and identify ways of improving the local area. Rangers can help all residents make a visible difference in estates by ensuring they are aware of and have access to the services available – how to arrange the removal of large unwanted household goods for example.

## Walkabouts

Estate rangers participate in estate inspections within their designated area of responsibility – these are known as Walkabouts. A range of people and will be invited and your involvement will always be welcome.

The walkabouts provide residents with the opportunity to improve their local area by highlighting concerns such as cleanliness and maintenance repairs. On patrol will be CHP staff, members of the local Area Forum, PCSOs and local councillors. These inspections – and your knowledge – are vital in allowing other agencies to gain a clear understanding of the neighbourhood and community.

Walkabouts are scheduled for your area. If you would like to help develop your community by becoming involved in one of the Walkabouts – or would simply like to make a suggestion for your area – please contact the Quality of Life team on 0845 155 3000.

**Please contact us if you would like a copy of this document in large print, British Sign Language DVD, on CD or in another language.**

Przewodnik: Utrzymanie Porządku

Proszę się z nami skontaktować jeśli pragnęliby Państwo copię tego dokumentu dużym drukiem, na DVD w Brytyjskim Języku Migowym, w innym języku albo na płycie audio (CD). (Polish)

住宅小區巡視員

住宅小區巡視員指引。倘若您需要本檔以大字體、英式手語DVD、另外一種語言或音頻 (CD) 格式提供，請聯絡我們。(Cantonese)

Emlak Koruyucuları Kilavuzu

Lütfen bu belgenin büyük baskılı hali, İngilizce DVD veya farklı dillerde ya da ses (CD) ortamı gibi talepleriniz olması durumunda bizimle irtibata geçin. (Turkish)

এস্টেট রেঞ্জার্স সংক্রান্ত একটি নির্দেশনা

আপনি যদি এই নথিটির একটি কপি বড় প্রিন্টে, ব্রিটিশ সাইন ল্যাঙ্গুয়েজ ডিভিডিতে বা অডিও (সিডি) ফরম্যাটে পেতে চান, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন। (Bengali)

**If you have any queries please contact CHP:**

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[chp.org.uk](http://chp.org.uk)

August 2009

First Edition



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CHP  
committed to  
clear communications



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A guide to CHP's  
Estate Ranger service

COMMUNITIES • HOMES • PEOPLE