



**SERVICE PROVISION**  
**Wharncliffe Road (Flats)**

Loughborough LE11 1SY

Charnwood Borough Council

Applies to: 1-6 Flats  
No. of properties: 6

Other Information:

## **Wharncliffe Road (Flats)**

Loughborough LE11 1SY

### **Grounds Maintenance**

Remove all self-set saplings from site wherever they occur.

Leaves and general litter to be removed from site and not allowed to gather on any part of the site that is marked for grounds maintenance. Where leaf blowers are used, all leaves and other light litter should be

Footpaths, bin stores and drying areas should be kept clear of foliage, weeds and debris - this includes cutting back of any vegetation growing in from over boundaries. Moss will be treated and removed.

Car parks, hardstanding/hard surface areas and respective edges will be kept clear of all debris, weeds and moss.

Hedges and shrubs will be pruned as required to maintain a tidy, neat, shaped and well pruned appearance. Height, width and shape as appropriate to the location and hedge/shrub type.

Hedges/Shrubs forming a boundary should generally be no more than 1.8 metres high and should not obstruct access or egress. They should be maintained at a consistent level as far as possible.

Hedges/Shrubs adjacent to properties should be maintained at least 10cm clear of windows or vents and with clear access to electric/gas meters maintained.

Hedges, shrubs and lower branches of trees (up to 2m from the ground) should not be allowed to overgrow boundaries into neighbouring properties or public areas and cause nuisance. Nor should they be allowed to grow into any structures that may result in damage (ie. fences, sheds, buildings) or obstruction (ie. street lights, paths, bin stores, garages, driveways etc).

Growth of hedges and shrubs should not be permitted to cause an obstruction. Likewise, excessive basal growth on trees will be removed and any low hanging branches that come within 2 metres of the ground will also be removed.

Hedges and shrub beds will be kept weed free and also litter free. Leaf litter will not be allowed to accumulate in hedge and shrub bottoms.

Contractors should recommend where replanting of shrubs and trees is required. Any agreed works will be consulted on with customers and will be ordered and managed outside of the standard grounds maintenance contract.

Where Ivy is on site and established but not causing immediate problems, NCHA considers it to be managed as part of the contract to keep it from blocking windows, meter cupboards, doors, vents etc. All Ivy should be

Keep all shrub beds and hedge bottoms free of weeds.

General: Please contact the office or [Communalservices@ncha.org.uk](mailto:Communalservices@ncha.org.uk) directly if you are concerned about a tree or invasive species of plant. Please take pictures from several angles and attach them to your email.

## **Scheme Manager**

Cleaning of internal communal floor areas.

Communal windows, window cills and internal frames of communal areas will be cleaned.

Windows and doors of the tenant's property within the communal area are not the responsibility of the Scheme Manager.

Sweep & litter pick immediately outside communal area doors.

Fly Tipping/removal of large items will incur an additional charge.

Removal of cobwebs/debris from walls, ceiling and emergency lighting where accessible.

Scheme Managers will report any faults/Health & Safety issues they notice, however NCHA encourage tenants to report directly to NCHA Property Services any faults within their own property or communal area.

The Scheme Manager will ensure that Fire Safety Checks are completed.

The Scheme Manager Hours are charged over a 52 week period. Due to annual leave sickness cover, training attendance and meetings you may not receive 52 visits.

NCHA will provide cover for long term absence to ensure Health and Safety checks are completed and to cover the cleaning of the building.

It is the tenant's responsibility to arrange for the disposal of large items, you can do this by contacting the Local Authority.

Carry out an Estate Inspection within the scheme boundary to check for any Health & Safety, maintenance or grounds maintenance concerns. The Scheme Manager will report any concerns to the relevant department.

Carry out a litter pick and any remove debris (leaves etc).

Ensure that parking bays and access paths are clear of debris.

Remove and or report any fly tipping within the estate boundary.

