



## **SERVICE PROVISION**

### **Wharncliffe Road**

Loughborough LE11 1SY

Charnwood Borough Council

Applies to: 75 - 77

No. of properties: 6

Other Information:

## **Wharncliffe Road**

Loughborough LE11 1SY

### 1 Grounds Maintenance

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

7 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 removed from site.

8 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.

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

10 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.

11 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.

12 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.

13 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

14 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

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

19 Where invasive weeds are found on site, to advise the NCHA and advise an appropriate course of action. Invasive weeds are considered to be those covered by various articles of UK legislation and also perennial

20 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

29 Keep all shrub beds and hedge bottoms free of weeds.

48 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.

49 Scheme Manager

50 Cleaning of internal communal floor areas.

- 51 Communal windows, window cills and internal frames of communal areas will be cleaned.
- 52 Windows and doors of the tenant's property within the communal area are not the responsibility of the Scheme Manager.
- 53 Sweep & litter pick immediately outside communal area doors.
- 54 Fly Tipping/removal of large items will incur an additional charge.
- 55 Removal of cobwebs/debris from walls, ceiling and emergency lighting where accessible.
- 56 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.
- 57 The Scheme Manager will ensure that Fire Safety Checks are completed.
- 58 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.
- 59 NCHA will provide cover for long term absence to ensure Health and Safety checks are completed and to cover the cleaning of the building.
- 60 It is the tenant's responsibility to arrange for the disposal of large items, you can do this by contacting the Local Authority.

- 61 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.
- 62 Carry out a litter pick and any remove debris (leaves etc).
- 63 Ensure that parking bays and access paths are clear of debris.
- 64 Remove and or report any fly tipping within the estate boundary.
- 72 Digital TV Aerial
- 73 Provision of communal digital TV aerial.
- 74 Provision of communal digital TV aerial and satellite dish.
- 75 Will only attend to and repair a communal TV aerial (contact NCHA Property Services to arrange repair tel 0800 0138555).

