



## **SERVICE PROVISION**

### **33 Sherwood Rise**

Nottingham, NG7 6JE

Nottingham City Council

Applies to: Flats 1,2&3

No. of properties: 3 of 9

Other Information:

Sherwood\_Rise\_33\_NG76JE

### **33 Sherwood Rise**

Nottingham, NG7 6JE

#### **Grounds Maintenance**

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.

Note: Large items of rubbish or quantities of animal excrement will be reported back to office. Gardeners are not expected to deal with bulky waste or waste that poses a biohazard.

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

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.

Tree surgery is not automatically included in the service charge. Any works will be considered on an individual basis in accordance with NCHA's Tree Policy taking into account the health of the tree, health and safety, environmental concerns, aesthetics, planning restrictions, etc. Any works will be done in consultation with tenants as often incurs additional costs.

Very minor works to trees will be expected as part of the main contract ie. Removal of branches upto 2m height that may cause obstruction, encroach on boundaries, pose a head injury hazard. Minor works also include the routine removal of basal growth where it occurs.

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 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 plants that proliferate and dominate their environment causing problems to neighbours and structures ie. Russian Vine, Ivy, Bindweed etc.

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 maintained at a height below 1.5m to ensure control and not requiring working at height.

Where it is possible to remove easily, remove it.

Where Ivy is becoming a problem ie. out of hand and encroaching on the fixtures and fittings of a building ie. upstairs windows, vents, guttering or affecting outbuildings, trees, fences etc and requires removing, please advise NCHA.

Gardeners to take several photos of main areas and at each visit and provide these to NCHA.

As required at the request of NCHA, meet with NCHA staff and Community Voice representatives to discuss performance and grounds maintenance.

### **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.

## **Window Cleaning**

Monthly cleaning of windows and frames to common areas only

Where applicable, the glass of communal windows, glass in communal doors and all internal common area glazing will also be cleaned.

Monthly cleaning of external glazed bicycle stores

## **Landlords Electric Supply**

Electricity supply to cover communal lighting and other communal services. Also for use by NCHA Scheme Managers, cleaners and DMS or contractors.

Note: Not for tenants private use.

## **Digital TV Aerial**

Provision of communal digital TV aerial.

Will only attend to and repair a communal TV aerial (contact NCHA Property Services to arrange repair tel 0800 0138555).

If tenants have their own satellite or cable provision, they will have to contact the appropriate service provider themselves.

## **Fire Safety Systems and Emergency Lighting**

Fire safety systems and emergency lighting will be tested weekly or fortnightly by Scheme Managers and serviced twice a year by NCHA Property Services or their appointed contractor.

## **Door Entry System**

System is regularly serviced by appointed contractors on a regular periodic basis.

All faults can be reported to Property Services.

In the event that you lose your fob or key, please contact the Communities Team. There is a charge for replacement.

## **Futher & Additional Information**

Please treat contractors with due courtesy.

If you have any questions about service provision, please contact this office on 0800 0138 555 or [Communalservices@ncha.org.uk](mailto:Communalservices@ncha.org.uk) and we will be happy to help.

