



SERVICE PROVISION

Aire Rd/Calder Close/Medway Ave HOUSES & FLATS

Earlsfield, Grantham NG31 7QP, NG31 7QT & NG31 7QN

South Kesteven

Applies to:	Houses
No. of properties:	26
	Aire Road: 10,12,14,16
	Calder Close: 10,12,14,16,18,20,26,28,30,32,34,36
Other Information:	Medway Avenue: 21,23,25,27,29,31,33,35,37,39

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Grounds Maintenance

Grass cutting and maintenance of shrubbed areas to communal areas as detailed on site plan.

Grass clippings to be collected and removed from site as standard (exception may occur for verges/grass bank areas).

Lawn edges with paths/fences to be tidied and maintained.

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.

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.

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.

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,

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

Where invasive weeds are found on site, to advise the NCHA and advise an appropriate course of action.

Where Ivy is on site and established but not causing immediate problems, NCHA considers it to be managed as

Tidy/remove all dead vegetation before start of growing season.

Keep all shrub beds and hedge bottoms free of weeds.

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

The contractor taking time on the first visit of each month, to speak to the staff team (or customers if they are who we designate them to liaise with), in regard to any concerns and any priorities for that month on that site. For example:

*A walk about of the grounds together to discuss what plants (if any, need pruning that month)

*For the site representative to raise any concerns that have arisen

*For the gardeners to confirm the actions planned for the visits that month

*General horticultural advice - e.g. which types of plants will thrive where within the garden

*Gardeners to raise any horticultural concerns they have about the site

Manual weeding to take place across all the site (no weed killer allowed)

Lawn conditioning to be done, twice yearly, spring and Autumn. This should include aerating the lawn to reduce moss build-up.

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

Prune rose garden and add rose feed

Seasonal Works - Grounds Maintenance

Spring: Lawn maintenance will resume, slowly at first and building up to twice monthly from April. Some works to shrubs and hedges to maintain access but areas may be missed where birds are nesting (legal requirement). Hard surface swept on each visit and treatment for weeds will begin mid Spring.

Summer: Lawn maintenance is twice monthly. Works to shrubs and hedges will be carried out but again, areas may be missed where there are nesting birds. Hard surface areas swept on each visit and treatment for weeds on monthly basis. Aggressive species of plants - invasive weeds - will be treated during this growing season.

Autumn: Lawn maintenance will reduce in line with vigour of lawn growth and stop in November. Shrubs, hedges and trees will be cut back in readiness for next year. Hard surfaced areas swept on each visit, light litter picked on each visit but weed treatment will stop after September.

Winter: Maintain general tidiness of site including litter picking for light litter. Any major works to trees will take place at this time, as well as replacement of dead/damaged shrubs and turf.

General: Please contact the office or 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.

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.

Smoke Venting systems will be serviced twice a year by NCHA Property Services or their appointed contractor.

Digital & Electric Security Systems

Where systems are faulty, please contact Property Services to arrange a repair tel: 0800 0138 555

#N/A

#N/A

Refuse Removal (Domestic)

NCHA leases waste paladins from the Local Council and collection is the responsibility of that Council.

Note: Bulky Waste Collection should be arranged by the tenant directly with their Local Council

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 and we will be happy to help.

Earlsfield Estate

Aire Rd/Calder Close/Medway Avenue

Grantham

NG31 7QT

FLATS: Calder Close: 2,4,6,8 Medway Avenue: 1,3,5,7

HOUSES:

Aire Road: 10,12,14,16

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HOUSES

type A 2 No. 2 Bed 4 Person 74sqm
type B 25 No. 3 Bed 4 Person 100sqm
type C 2 No. 4 Bed 7 Person 100sqm
type D 4 No. 3 Bed 5 Person 85sqm

FLATS

type E 8 No. 2 Bed 3 Person 57sqm
density approx 63 per hectare

