



## **SERVICE PROVISION**

### **William Lyon Court**

Limehurst Avenue Loughborough LE11 1PA and LE11 1PY

Charnwood

Applies to: Flats 15-36  
No. of properties: 22

Other Information:

## **William Lyon Court**

Limehurst Avenue Loughborough LE11 1PA and LE11 1PY

### **1 Grounds Maintenance**

- 2 Grass cutting and maintenance of shrubbed areas to communal areas as detailed on site plan.
- 3 Grass clippings to be collected and removed from site as standard (exception may occur for verges/grass bank areas).
- 4 Lawn edges with paths/fences to be tidied and maintained.
- 5 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.
- 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 grow into any structures that may result in damage (ie. fences, sheds, buildings) or obstruction (ie. street lights, paths, bin stores, garages, driveways etc).
- 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 be removed.
- 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.
- 16 Tree surgery is not automatically included in 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.

- 17 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.
- 18 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.

<sup>19</sup> 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.

<sup>20</sup> 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.

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

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

#N/A

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

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

43 **Seasonal Works - Grounds Maintenance**

44 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.

45 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.

46 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.

47 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.

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 Mangers 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.
- 65 **Window Cleaning**
- 66 Monthly cleaning of windows and frames to common areas only
- 67 Where applicable, the glass of communal windows, glass in communal doors and all internal common area glazing will also be cleaned.
- 68 Monthly cleaning of external glazed bicycle stores
- 69 **Landlords Electric Supply**
- 70 Electricity supply to cover communal lighting and other communal services. Also for use by NCHA Scheme Managers, cleaners and DMS or contractors.
- 71 Note: Not for tenants private use.
- 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).
- 76 If tenants have their own satellite or cable provision, they will have to contact the appropriate service provider themselves.
- 77 **Fire Safety Systems and Emergency Lighting**

78 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.

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

**80 Digital & Electric Security Systems**

81 CCTV to various parts of the site, monitored by Estate Officers and Scheme Managers. Available to police upon request.

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

**86 Refuse Removal (Domestic)**

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

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

**89 Futher & Additional Information**

90 Please treat contractors with due courtesy.

91 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.

**94 Door Entry System**

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

96 All faults can be reported to Property Services.

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

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