



SERVICE PROVISION

Hazel House

NG22 9TF

Newark and Sherwood District Council

APRIL 2022 - MARCH 2023

Applies to: Flat A,B,C,D Hazel House, Hazel Road

No. of properties: 4

Other Information:

Hazel House

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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.

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.

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.

