



## **SERVICE PROVISION**

### **Maximus Road & Marcus (Flats)**

North Hykeham, LN6 8JT

North Kesteven

Applies to: Flats: Maximus Rd (22/24/26/28/30/32/34/36/38)  
No. of properties: 9 of 11

Other Information: Flats 16 Maximus Rd & 12 Marcus Close have own entrance (separate schedule)

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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.

### **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.

Provision of communal digital TV aerial and satellite dish.

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.

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

### **Digital & Electric Security Systems**

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

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

### **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 and we will be happy to help.

