


# GUIDE TO MAINTAINING YOUR ENVIRONMENT





## We aim to provide a clean and pleasant neighbourhood for you to enjoy. We carry out regular Estate Walkabout Inspections to make sure we know about any problems in our neighbourhoods, such as graffiti or neglected gardens.

We invite members of local Resident and Tenant Groups to join us on these walkabouts and to monitor the action we then take. We also inspect communal areas in blocks of flats and ensure these are kept clean and well-maintained.

Action that we take to maintain your neighbourhood can include:

- Arranging removal of abandoned cars, where legally allowed; and
- taking action against tenants who neglect their gardens.

We work closely with Leeds City Council to ensure our services work alongside public services that you receive through your Council Tax. We can provide advice on Council services such as treatment of pests and vermin, refer work to the Council that is its responsibility and also carry out joint action such as estate clean-up days.

When we have money available for planned environmental improvements we consult tenants through our Customer Panel about what this should include. We also give a budget for environmental improvements to our Area Panels so that tenant representatives can choose what work to fund.

We work with contractors and Leeds City Council to ensure that you receive a good environmental service:

- grass cutting is carried out by our grounds maintenance contractor Glendale;
- removing of dangerous trees is carried out by our contractor;
- external repairs (such as broken meter cupboards) are carried out by our repairs contractors Kier or Connaught Baldwin;
- cleaning in blocks of flats is carried out by Leeds City Services, acting as our contractor; and
- rubbish collection, graffiti removal and street sweeping are the responsibility of Leeds City Council.

Our contractors do not collect grass clippings after cuts as this would make the service too expensive and reduce the amount of grass cutting we can do. We will, however, blow grass clippings off pathways at sheltered complexes as required.

### **Environmental Service Standards: What should you expect, we will:**

- carry out regular Estate Walkabout Inspections, inviting tenant representatives and publishing dates on our website [www.avhleeds.org.uk](http://www.avhleeds.org.uk) and in our offices;
- investigate any complaints about the appearance of neighbourhoods or communal areas and take appropriate action. This can include removing abandoned vehicles and removing graffiti;
- keep shrub beds, verges and grassed areas tidy and cut grass regularly in summer;





- keep communal areas in flats and sheltered housing clean and well-maintained;
- take action against tenants who do not help maintain their environment, including charging for cleaning up neglected gardens; and
- consult on planned improvement work through our Customer Panel.

**Environmental Service Standards:  
Targets you can measure, we will:**

- cut grass regularly between April and October;
- control weeds by spraying verge edges and paved surfaces once in Spring and once in Summer;
- cut hedges that are our responsibility at least once a year;
- remove any offensive graffiti within 24 hours of being informed about it; and
- if you report a problem in your neighbourhood we will let you know within 10 days what action we are taking;

Remember, you can contact us Freephone on **0800 915 6660**, call into one of our offices, or send us an email on **[avhleeds.enquiries@avhleeds.org.uk](mailto:avhleeds.enquiries@avhleeds.org.uk)**

**Environmental Services:  
Your responsibilities**

You can help to keep your neighbourhood pleasant by:

- keeping your own garden tidy and pruning back any large hedges or shrubs;
- maintaining your fencing;
- putting your rubbish in your wheelie bin and returning your bin to your home as soon as possible after collection;
- reporting any problems to us so that we sort these out as soon as possible; and
- by using Leeds City Council's free bulky items collection service on 0845 124 0113.



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



Printed April 2008

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