

CLEANING AND ENVIRONMENTAL SERVICES

**SERVICES DE NETTOYAGE ET DE
L'ENVIRONNEMENT**

**SERVIÇOS DE LIMPEZA E DO
MEIO-AMBIENTE**

USŁUGI KOMUNALNE I RODOWISKOWE

خزمهتگوزاری پاکردنهوه و ژینگه

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کلیننگ اینڈ انوائرمینٹل سروسز (صفائی اور ماحولی خدمات)



The general appearance of an area makes a real difference to how people think about that area, and the residents' overall quality of life. Keeping your environment and your communal areas clean, tidy and safe places to live is a priority to us.

Our key areas of responsibility are:

- grass cutting and weed-spraying;
- shrub maintenance on the land we look after;
- tree maintenance; and
- the cleaning of communal areas.



This means cutting over 1.5million square metres of grass, looking after hundreds of shrub and rose-beds, maintaining over a mile of hedging and cleaning over 100 locations with shared communal areas.

We do this by employing private contractors or other parts of Leeds City Council. We also improve general environmental standards by providing a general multi-skilled estate caretaking service.

Grass cutting and weed-spraying

We employ contractors to provide a grass cutting and general grounds maintenance service. As a minimum our contractors will:

- cut grass every 3 weeks during the growing season (April to October);

- cut hedges at least once a year;
- cut areas of rough grass once a year;
- prune shrubs once a year during the winter;
- ensure areas are free from litter before cutting grass; and
- spray appropriate weed killer once in spring and once in summer.

Tree maintenance

There are many thousands of trees across the area, in shared open spaces, in people's gardens or on private or commercial property.

Customers are able to report problems with trees to us on 0800 915 6660 or visit their local housing team (See our Contact Us leaflet).

We will contact you by the end of the next working day to discuss your enquiry and arrange an inspection if necessary.

We prioritise how quickly we respond to reports, depending on the nature of the problem and any health and safety risks.

Any emergency work will be attended by the Council's Forestry Section within 24hrs and will be made safe.

All other tree works will be inspected by and dealt with in priority order by an officer from the Council's Forestry Section.

For non-emergency work, we will advise you of the priority given to the work and an estimate of when the work may be carried out.



Communal areas

The cleaning of communal areas in low and high rise flats and sheltered accommodation is carried out by the Council's Cleaning Services.

A cleaning schedule is advertised in each block, informing local residents what will be cleaned and how often. This includes contact details if you wish to report any problems.



Communal Areas include

- Entrances
- Stairs
- Lifts
- Drying Areas
- Laundry rooms
- Community rooms
- Paths within the boundary
- Communal windows (cleaned by a specialist contractor)

Each location has a different schedule but as a minimum we will ensure:

- light fittings are clean and working;
- floors are cleaned regularly so they are clear of litter and dirt;
- steps and handrails are clean and free from litter; and
- walls and floors are clean.

We monitor the standard of our cleaning services and tenants and residents can also get involved in checking the quality of our communal areas by joining us on our estate walkabouts.

Estate Caretaking Service

We provide additional estate caretaking services to compliment those offered by Leeds City Council.

These include:

- removing bulky refuse from communal areas within 48hrs of being reported;
- removing any fly tipping within 48 hrs of being reported;
- removing any build up of litter;
- helping with community clean ups;
- removing graffiti within 10 working days and offensive graffiti within 24hrs of being reported; and
- completing any agreed garden maintenance work for tenants unable to do any work themselves within 28 days.

Estate Walkabouts

One of the ways we keep on top of the appearance and cleanliness of an estate is by carrying out regular estate walkabouts. These:

- take place every three months (partner agencies, local tenant representatives, residents and councillors are invited to attend);
- are advertised on our website, in our newsletter and in our offices; and
- give feedback to residents on actions taken after each walkabout.

To find out when the local estate walkabout take place you can contact the Customer Involvement Team on **0113 213 1994**.



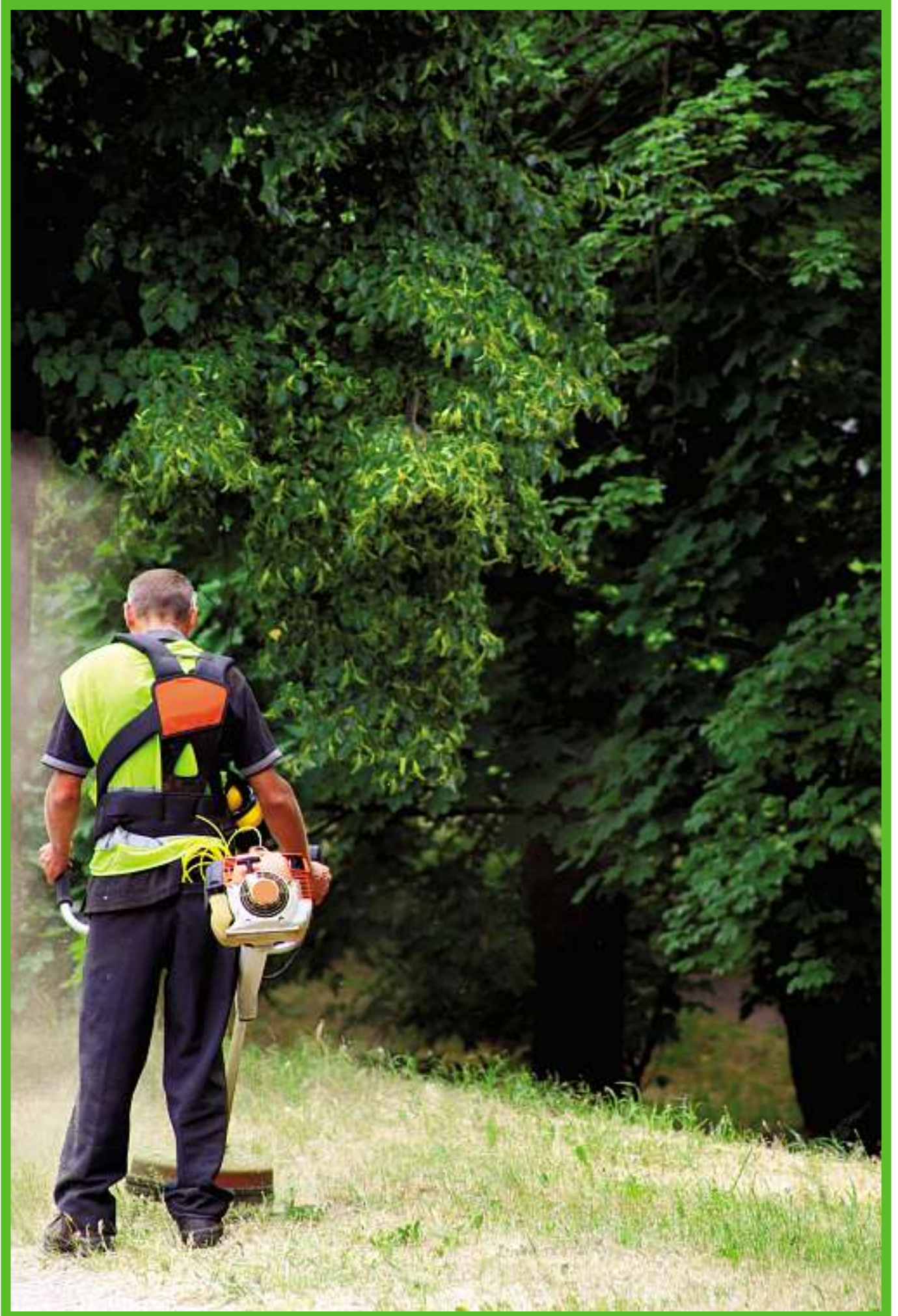
Environmental Service Standards. We will:

- investigate any complaints about the appearance of neighbourhoods or communal areas and take appropriate action;
- remove any offensive graffiti within 24 hours of being informed about it, and any other graffiti within 10 working days;
- arrange for the removal of any abandoned vehicle within 10 working days; and
- investigate reports of abandoned properties and, where necessary, make secure within the same day.



You can help us by:

- maintaining your garden, hedge boundary and trees so its easy for you keep in control, doesn't disturb others, and doesn't cause us problems in the future;
- being patient with us should weather conditions prevent us from outside work;
- joining in with any estate walkabouts – telling us if we're missing anything;
- taking responsibility for visitors and security within your block of flats or sheltered scheme;
- reporting any repairs to communal areas on **0800 915 6660**;
- using the Council's bulky household waste service on **0113 222 4406** – this is a free service for all residents; and
- not building bonfires on any communal area or open green space. These will be removed.



Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نایا تو نہم زانیارنامہیہ بؤ شیوازیکی تر دہخواریت؟ بؤ ہمر شیوازیکی تر، وٹک پیتی گورہ، کاسیت یان سی دی دہنگ، برایمل بؤ نابینا یان وەرگنیرابیت بؤ زمانیکی تر، تکایہ پھیوہندی بکہ بہ تملہفونی 0113 214 1774.

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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل (جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

Aire Valley Homes Leeds

Head Office:

Navigation House
8 George Mann Road,
Leeds
LS10 1DJ

email:

avhleeds.enquiries@avhleeds.org.uk

website:

www.avhleeds.org.uk



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Mixed Sources

Product group from well-managed forests, controlled sources and recycled wood or fiber

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