



## **SERVICE PROVISION**

### **Turnberry Close**

NG34 8GW

North Kesteven

Applies to: (FLATS: 2,4,10,12 Turnberry Close)

No. of properties: 4 Flats

Other Information:

## **Turnberry Close**

NG34 8GW

### **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.

### **101 External Management Company**

102 All services to communal areas are provided by an External Management Company.

103 Cleaning services to shared internal areas are undertaken by an External Management Company.

- 104 Window cleaning services to external window surfaces are undertaken by an External Management Company.
- 105 Fire Safety Systems are maintained and serviced by an External Management Company.
- 106 Fire Safety Systems are checked regularly by an External Management Company.
- 107 Areas of the Estate (in part or full) are maintained by an External Management Company (Grounds Maintenance).

**Refuse Removal (Domestic)**

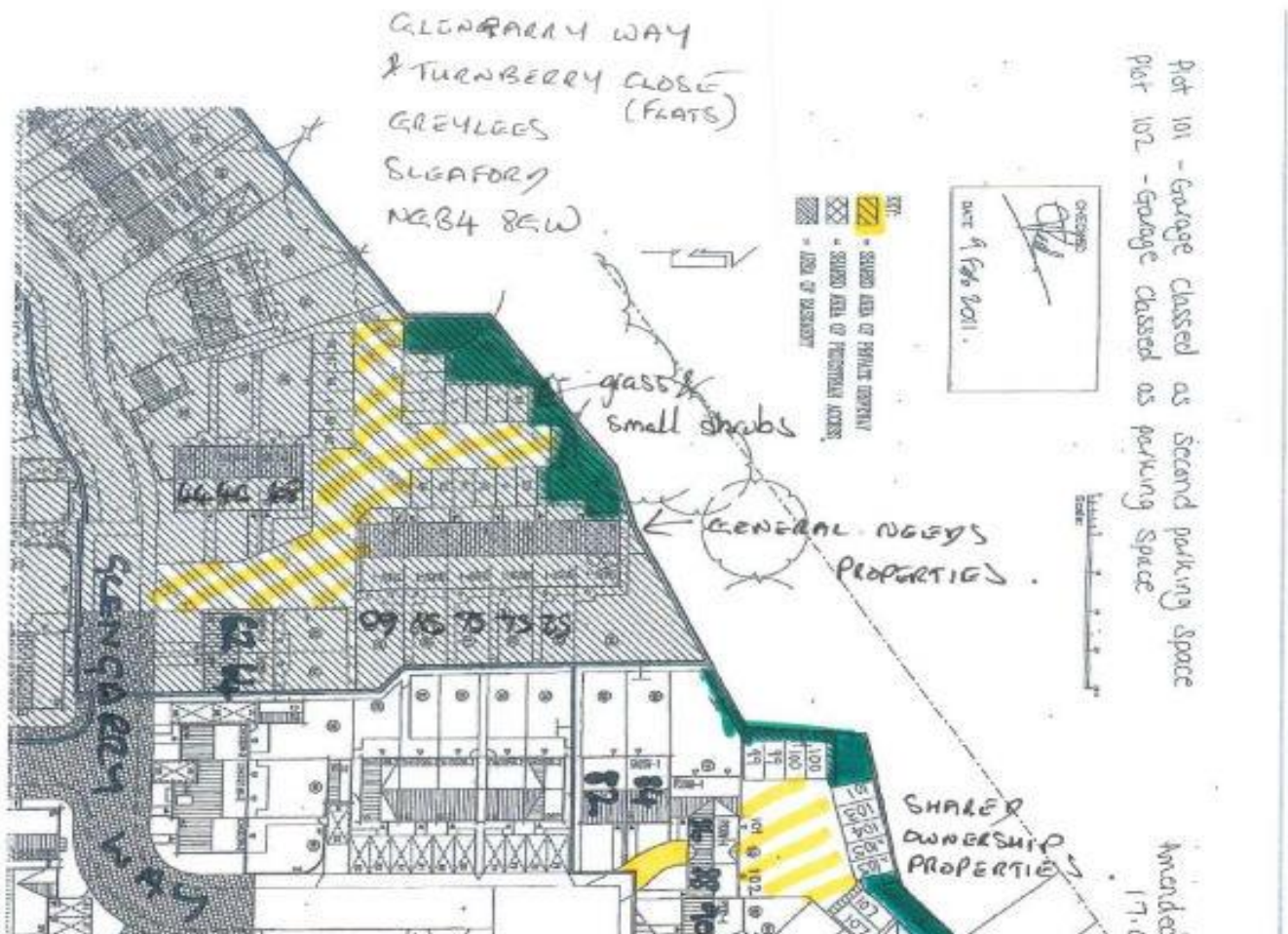
NCHA leases waste paladins from the Local Council and collection is the responsibility of that Council.

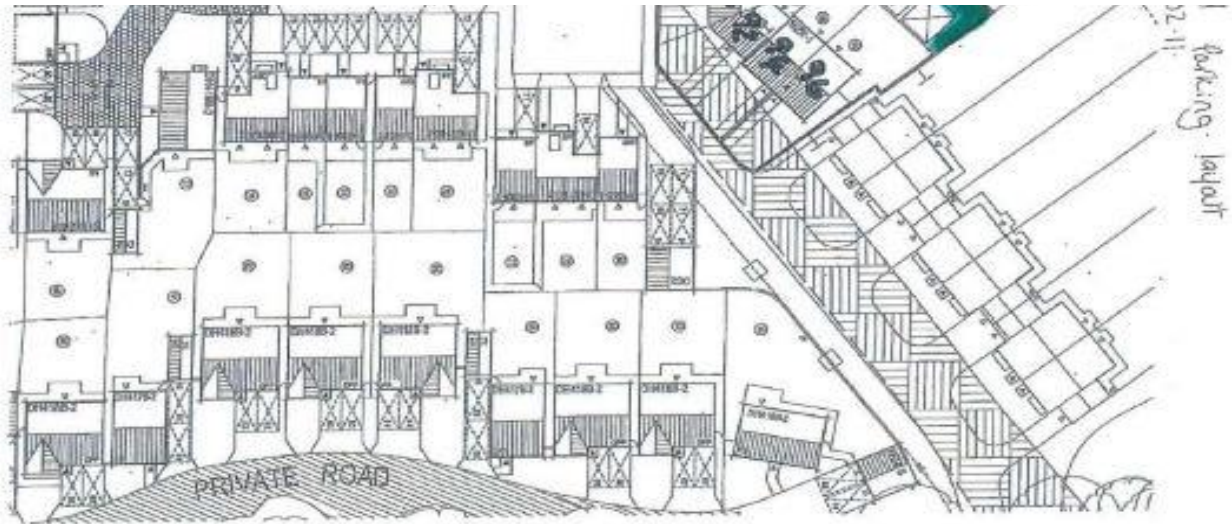
Note: Bulky Waste Collection should be arranged by the tenant directly with their Local Council

**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.





1 No: **Plots 99 - 105/107**  
 description: **Conveyance Plan**  
 sheet:  
 31x1500 Date: 17/08/11 Drawn: GMR Checked: Conveyance Plan

Rev:	Description:	Date:
A	Front garden demarcation added to Conveyance Plan	07.08.11

