

# Looking after your neighbourhood



আপনার এস্টেটের দেখাশোনা করা  
看管你的房屋

তমারী এস্টেটনু ধ্যান রামবু  
Dbanie o Twoje osiedle  
اپنی ایسٹیٹ کا خیال رکھنا

**RESIDENT  
APPROVED** ✓



The Government Standard

# Looking after your neighbourhood

**We want to ensure that your estate is clean, green and well maintained.**

This leaflet tells you all you need to know about:

- ✓ maintaining grass and landscaped areas around your home
- ✓ cleaning common areas
- ✓ neighbourhood improvements
- ✓ recycling

## **Maintaining grass and landscaped areas around your home**

We know that your local environment is important to you and your quality of life.

Our grounds maintenance partner looks after the

grassed areas in your neighbourhood. They do cutting and strimming, remove all litter and anything growing through footpaths before they start work.

They will:

- ✓ make sure the grass doesn't grow more than 40mm in general areas
- ✓ make sure the grass doesn't grow more than 20mm around sheltered housing schemes and remove grass cuttings
- ✓ properly prune shrubs and roses

- ✓ keep shrub and rose beds free of weeds
- ✓ properly prune all hedges (this could be 1 – 3 times a year depending on the weather)
- ✓ weedspray all footpaths and communal areas to kill all weed growth, and remove dead weeds
- ✓ remove all fallen leaves in the winter
- ✓ edge all identified footpaths and remove all cuttings once a year

- ✓ maintain individual trees as needed during the year.

## **Cleaning communal areas of flats**

We know it's important to keep the communal areas around and leading up to your home clean. These are the cleaning standards for communal areas.

Every day our cleaning partners will clean:

- ✓ internal bin chutes and bin stores



Every week they will clean:

- ✓ bin store areas including walls and ceilings, outside bin areas, walls and ceilings, light fixtures, balconies, steps, stairs and landings, inside glazing up to the first floor (about 2.5m high), inside and outside doors, electrical fittings, signs and notices, passenger lifts, other painted and varnished surfaces, WCs, laundries, kitchens, lounges, bathrooms, guest rooms, carpets, handrails, mirrors and pictures, window blinds, outside glazing up to the first floor (about 2.5m high), raised half landings.

Every 12 months they will:

- ✓ clean outside windows on the first floor and above and soft furnishings e.g. curtains
- ✓ shampoo and dry all carpets.

To help us maintain these standards, please help us by:

- ✓ being careful about how you dispose of your household waste
- ✓ keeping security doors closed
- ✓ reporting any repairs, damage or graffiti to us
- ✓ not dropping litter or dumping rubbish
- ✓ telling us if you are not satisfied with standards in your neighbourhood
- ✓ keeping proper control of your pets.

As well as this, your tenancy conditions say that you must:

- ✓ keep the common areas of your block clean and tidy. This includes staircases, landings, entrance halls, lifts and bin areas.
- ✓ keep the areas clear of anything that might cause a hazard or block people's access.

With your help we intend to keep communal areas as clean as we can.

## Neighbourhood improvements

You have told us that your neighbourhoods need regular maintenance and attention to make them a pleasant environment to live in. We will:

- ✓ do neighbourhood walkabouts for each patch each month



- ✓ hold a Have your Say Day in each area yearly and send you a personal invitation to the one in your area
- ✓ invite representatives from the Police, County Council and City Council and our partners to attend the Have your Say Days
- ✓ do at least 10 Community Pride days a year to improve local areas
- ✓ make at least £50,000 per year available for neighbourhood improvements residents identify. Customer Forum will decide which schemes will go ahead in March each year
- ✓ normally complete work within 3-6 months of its approval depending on its scale.

## Protecting the environment – reduce/reuse/recycle

The Council encourages residents to reduce, reuse and recycle as much household rubbish as possible. Recycling our rubbish conserves resources, saves energy and helps protect the environment by reducing the amount of rubbish in landfill sites.

You can use the green bins, food waste containers, compost bins, garden cuttings collection service etc. it provides to recycle your rubbish. If you live in block of flats, you can recycle your rubbish using the new communal facilities the Council has provided.

The Council collects the following items for recycling weekly:



- ✓ food waste
- ✓ food and drink cans
- ✓ glass bottles and jars
- ✓ plastic milk bottles
- ✓ mixed paper and card
- ✓ household batteries.

Please put your recycling boxes out by 7am on collection day.

You can also recycle glass, paper, card, cans,

plastic bottles, textiles and shoes at recycling areas at supermarket sites.

You can also help by making sure that you dispose of rubbish, litter and unwanted household items properly. Please tell us about any problems.

The Council also offers a free, monthly, bulky collection service, of up to 3 items per household. Contact the Council's Recycling Team on 01452 396396 to arrange a free bulky collection.

For more information, please contact the Council's Recycling Team on 01452 396396 or email [enviro@gloucester.gov.uk](mailto:enviro@gloucester.gov.uk)

If you are interested in becoming a street or block representative and helping us to monitor standards in communal areas, please contact us.



## Our Estate Services Team

Our Estate Services Team provides practical support and delivers a valuable front line service in our neighbourhoods.

The team does the following work:-

- ✓ clears dumped bulky items
- ✓ removes rubbish
- ✓ removes graffiti
- ✓ cuts back hedges
- ✓ clears housing footpaths and alleyways
- ✓ helps elderly and disabled tenants with garden work
- ✓ helps elderly and disabled tenants with minor repairs that would normally be their own responsibility

✓ takes part in Community Pride Days.

The team will:

- ✓ remove items from housing land that are a health and safety risk within 24 hours
- ✓ remove leaves, ice, snow in communal areas i.e. paths, entrance, gritting areas of sheltered housing schemes within 24 hours
- ✓ clear alleyways on housing land on request within 28 days
- ✓ erect chain-link fencing on request within 28 days
- ✓ help new tenants to operate their central heating within 5 working days of request

- ✓ remove offensive/racist graffiti within 24 hours and other graffiti within 5 working days
- ✓ complete repairs for elderly, vulnerable or disabled tenants that

would normally be their own responsibility within 28 days of request

- ✓ complete garden work at empty homes within 28 days of letting.

**For more information please contact us or visit [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) or GCHTV on the Looking Local service.**



## Contacting us

Customer Services Team, Railway House, Bruton Way,  
Gloucester, GL1 1DG

**Customer Services Line:** 0800 408 2000 (freephone)  
or 01452 424344 (normal call charges apply)

**Text:** 0778 148 2656 **Fax:** 01452 833101 **Minicom:** 01452 396161

**Email:** [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

**Web site:** [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu