



Introduction

Many of our residents who live in flats or on an estate receive estate services for the communal shared areas. This service may be provided either by Arhag or by a partner organisation if you live on an estate shared with another landlord.

These services are covered by the service charge payment made on top of your weekly rent.

What are the services that we provide?

There are a range of services that we provide ranging from routine cleaning and ground maintenance to dealing with graffiti and parking. The services are provided by various contractors depending on where you live.

Arhag has contracts with a range of estate services providers which will be reviewed together with residents on a periodic basis.

Cleaning

The cleaning contractor will visit your estate on an agreed frequency. Although how often they visit is open to consultation this will influence the amount of service charge that you pay. Arhag needs to ensure that services are provided to a high standard to make your estate an attractive place to live in.

The details of the cleaner's duties, how often they will be on site will be displayed on a notice board in the shared area.

Cleaners will be required to sign in manually or electronically to confirm they have been on site and carried out the work.

The standard of cleaning will be monitored as part of scheduled estate inspections.

Gardening/grounds maintenance

The gardening/grounds maintenance contractor will visit your estate on an agreed frequency and carry out a range of duties including:

- Mowing lawn areas on a regular basis during the growing season (normally between March and September)
- Planting flower beds with shrubs suitable to the local environment.
- Weeding or removing paths and other paved areas with an approved weed killer.
- Clearing leaves from paths and paved areas during the autumn months to reduce the risk of slips and falls.
- Pruning hedges to stop branches from blocking footpaths.

Bulk refuse

If you have any large items of furniture or domestic appliances (e.g. beds, fridges or wardrobes) that you want to get rid of, you should contact your local council to arrange for collection in a responsible way.

Arhag will add the costs of removing bulk refuse to the overall cost of the service charge for your block unless, we are able to find out which resident is responsible for dumping the refuse. If we are able to identify the person responsible, we can charge them the full cost of removing the refuse, and an administration fee.

Arhag will remove all abandoned bulk refuse within five days of you telling us about it. Any abandoned bulk rubbish that may be a fire hazard will be removed within 24 hours.

Do not use shared areas of the communal areas for storing personal items. If we find personal belongings stored in shared areas we will write to you and give notice that we will remove these items as they may be a hazard and a fire risk.

Graffiti

We will remove all graffiti as soon as possible after we have been told about it. Priority will be given to removing racist, sexist or other particularly offensive graffiti. We will aim to remove this type of graffiti within 24 hours of it being reported.

Parking and Abandoned Vehicles

If you own a car or motorbike and park it in a car park or bay we have provided, you must make sure it is roadworthy, properly taxed, licensed and insured.

Written permission from Arhag is required before you park commercial vehicles, caravans, boats, trailers and so on, on any of our properties.

Arhag operates controlled parking schemes on a number of its estates. These schemes are run following consultation with residents where a majority agree to the implementation of a scheme. A permit needs to be displayed in those schemes to avoid parking control enforcement, (e.g. wheel clamping or towing).

Trees

Arhag will ensure that trees within communal areas are maintained so as not to cause a hazard. Residents are reminded that trees in their own gardens are their responsibility under their tenancy agreement.

Estate inspections

We will carry out estate inspections on the following frequencies depending on how many homes there are at your scheme,

- 10 homes or more – an inspection once a month.
- 6 – 10 homes – once every six weeks.
- Less than 6 homes – once every quarter.

The estate inspections for your scheme will be advertised in an annual schedule on the Arhag website. The schedule will be published in our newsletter annually. A copy of this schedule can be made available on request.

Resident are invited to join staff and contractors on estate inspections as well as take part in the scoring. The scores for your estate will be displayed on the notice board and also on the website on a quarterly basis.

At each inspection the quality of cleaning and grounds maintenance will be graded. This will include the use of photographic evidence.

Arhag provides an incentive for those residents who wish to take a regular part in estate inspections.

Estate Champions

Any resident who has a keen interest in the safety, cleanliness and security of their scheme or estate can apply to become an Estate Champion. Estate champions act as a link to Arhag about local issues on their estate. A part of their role is to help monitor action plans drawn up to improve estates.