

How we maintain the grounds of your neighbourhood

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Keeping the communal areas where you live well maintained is an important part of making you feel at home. Where we're responsible for the maintenance, our specification makes these commitments to you:



Frequency

Visits will be carried out once every two weeks, all year round.



Car parks and pathways

These will be swept and kept free of leaves and litter. During autumn, leaf fall will be high so some leaves will remain.



Grass cutting

The contract now states that the grass will be cut, and the cuttings will be collected. However, it will not be cut if the area contains animal waste.



Hedges and shrubs

They will be maintained on each visit as required. Contractors will ensure that they do not cover pathways, windows, or doors.



Litter picking

Contractors will clear litter from the areas they are working on.



Animal fouling

Please note that any resident that owns a pet is responsible for appropriate collection and disposal of any pet waste.



Bin areas and chutes

Local authority refuse teams will empty the bins. Residents should make sure they put their rubbish into the correct bins and should not leave bags on the floor.

If one of these commitments hasn't been fulfilled, please speak to us on 0300 123 2221

Paragon Asra

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