

clean and green team

The Clean and Green team aims to ensure that your neighbourhood is a clean, safe and welcoming place that you enjoy living in. This includes grass cutting and clearing weeds, litter and dumped rubbish. We also provide help to new and vulnerable tenants by carrying out small jobs.

as our commitment to you we will

- Inspect empty properties once a week where necessary and put right any damage.
- Clean empty properties before re-letting.
- Remove any needles or sharps within 48 hours of it being reported.
- Remove offensive graffiti within 48 hours of it being reported.
- Remove hazardous fly tipping within 48 hours of it being reported.
- Inspect estates and paths once a month to ensure they are kept clean and tidy.
- Assess each application for garden maintenance and inform you of our decision within 10 working days.
- Offer appointments for the Helping Hand service.

as part of our routine service we will

- Provide mobile caretakers with mobile cleaner support.
- Maintain gardens at empty properties and keep them neat and tidy.
- Clear litter from our estates on a regular basis.
- Clear weeds, litter and rubbish from drying areas and other communal areas to flats.
- Assist tenants with the removal of bulky items.

- Maintain the open grassed areas, shrub and flower beds on our estates.
- Cut your grass if you are unable - through age or disability - to do this yourself, and have no-one else to do it for you.
- Carry out small jobs, such as assembling flat pack furniture, fixing up shelves etc., if you are a new tenant moving in or an existing older or vulnerable tenant. This work is provided through our Helping Hand service.

