



Your close and backcourt maintenance services



Better homes, better lives

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੋਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬੋਲ (ਨੇਤ੍ਰਹੀਣਾਂ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejś z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.



Your home

As well as repairing and maintaining your building it's important to keep it clean, tidy and nice to be around.

This booklet explains the services available to you from our Neighbourhood Environmental Teams, if you've got a question please give us a call on Freephone 0800 479 7979.

Need to contact us?

- ▶▶ Call us 24/7 on Freephone 0800 479 7979
- ▶▶ Visit your local housing office
- ▶▶ Write to us at GHA Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD
- ▶▶ You can also visit us online www.gha.org.uk or send an email to talk@gha.org.uk

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Overview

Our dedicated Neighbourhood Environmental Teams provide close cleaning and year-round backcourt maintenance services. The cleaning of communal close and stair areas is carried out in participating tenements and some deck access properties. The backcourt maintenance regime includes regular tidy-ups of garden areas, which now extend right through the winter.

Close cleaning – what gets cleaned and when?

Standard weekly clean

A standard weekly clean will be carried out every visit. This consists of:

- » An initial brush and removal of debris and dust from the floor of the landings and stairs
- » Washing floors using clean mops, water, detergents and carrying out a deck scrub where required followed by a dry mop finish
- » A damp wipe of window sills, ledges and handrails
- » A hard brush and removal of debris from paths next to close entrances
- » A sweep and wash to the front close entrance steps.

Close cleaning – what gets cleaned and when? (continued)

Additional cleans

We carry out a periodic clean of all internal glass on windows, doors and provide a damp wipe of internal close doors.

If required we will carry out an assessment and provide a deep clean valet to internal floor surfaces, communal doors, windows, ledges and rails to tackle stains and marks with particular attention given to edges and corners.

Backcourt maintenance – what gets done and when?

Our backcourt squads are responsible for cutting grass, weeding, trimming hedges, sweeping hard areas and clearing away leaves and rubbish every two weeks.

Our improved service means regular tidy-ups of garden areas are extended right through the winter. We're giving greater attention to detail too - there will be more thorough clean-ups after hedges have been cut and new mowers will give a finer grass cut. Our staff will also be able to identify backcourt areas that need repair or investment work. The backcourt maintenance work will be inspected regularly to make sure you're happy with the service we deliver for you.

Frequently asked questions

To help explain what services are offered here are some Frequently Asked Questions.

Who carries out close cleaning and backcourt maintenance?

Close cleaning and backcourt maintenance is carried out by GHA's Neighbourhood Environmental Teams. The teams work from our local depots in Milton, Shettleston and Lyoncross.

What is included in backcourt maintenance?

The grass is cut and the hard tarmac areas are routinely swept, de-littered, de-mossed and de-weeded and the bin areas are cleaned out and swept. Bulk items will be brought to the pavement at the front of the property by Glasgow City Council on the designated day for uplift.

When will my property be serviced?

Close cleaning and backcourt maintenance will be carried out on the same day every week. Grass cutting will be the same day every second week. If your scheduled service falls on a public holiday a catch up service will operate at the weekend. For details of when your property is due to be serviced, refer to the poster in your close or call us on **Freephone 0800 479 7979**.

Frequently asked questions (continued)

What hours do the close cleaning and backcourt maintenance teams work?

The cleaning team are on site within closes:

- ▶▶ Monday to Thursday, 08:30 to 16:45
- ▶▶ Friday, 08:30 to 15:00

The backcourt maintenance teams are on site:

- ▶▶ Monday to Thursday, 07:00 to 15:00
- ▶▶ Friday, 07:00 to 14:30

Our service managers are available to respond to enquiries:

- ▶▶ Monday to Thursday, 08:30 – 16:45
- ▶▶ Friday, 08:30 - 15:30

Will my days change?

If there are any changes to the day we deliver our service we will contact you to provide details of the new arrangements. This may happen, for example, if Glasgow City Council changes the day they empty your bins.

What happens if I am dissatisfied with the standard of service I receive?

We aim to get it right first time, every time. If you have any reason to be unhappy with our level of service then you should let us know within 24 hours of the service being delivered. Where necessary, we will revisit to sort out the issues highlighted. Customers can either contact their local supervisor or the customer service centre to raise any issues.

Why is cold water rather than hot water used to clean the close and stairs?

It is not always practical to use hot water. Difficulties include keeping the water hot, storing enough hot water, transporting hot water in a moving vehicle and other health and safety issues. The cleaning method used is a cold water/chemical system. This includes:

- ▶▶ A sweep to remove debris
- ▶▶ A deck scrub to tackle ingrained dirt where required
- ▶▶ A wet mop with deep cleaning disinfecting agent
- ▶▶ Finish with dry mop.

This method of cleaning is approved and used by other major cleaning providers. As part of our programme of continuous improvement we will regularly review this working method.

Frequently asked questions (continued)

What happens if there is a repair or investment work taking place?

Where repair or investment work is taking place in your block the Neighbourhood Environmental Teams will discuss the details of the work with your Local Housing Organisation (LHO) to agree safe access.

In the first instance, we will try to continue to provide a normal service. If this is not possible, your LHO will advise you of alternative arrangements.

What happens if the weather is extremely cold?

For health and safety reasons, it may not be possible for our teams to carry out their normal duties when the temperature is extremely low.

What if your close is due to be cleaned on a public holiday, for example Christmas Day?

At Christmas and New Year, the neighbourhood environmental services team will carry out a restricted service over the two week period. On other public holidays, scheduled services may vary. This has been reflected in our annual service costs and resource planning.

Frequently asked questions (continued)

What happens if the close can't be cleaned because there are items in the close?

No personal items such as bikes or boxes should be left in the close or on the stairs as they could present a health and safety or fire hazard. They may also prevent our cleaners from doing their work.

What happens if the backcourt can't be serviced because there are items in the area or on the grass?

If there is substantial dog fouling or heavy garden furniture in these areas our team may not be able to undertake their duties due to health and safety concerns or obstacles that may present a hazard.

Our cleaning teams will report any issues to your LHO for housing management staff to contact residents and arrange removal. Please help us by keeping shared areas free of any such items.

What happens if you live in a close that has a mix of tenants and homeowners?

Our teams will visit if the majority of residents are receiving the service. Tenants will always receive a service but it may be every second week, for example, if a homeowner on your landing has opted out of the service.

However, in some majority owner-occupied properties, residents have voted not to receive the service and suitable alternative arrangements have been put in place for each individual close.

Frequently asked questions (continued)

I'm a homeowner, what services are available?

YourPlace Property Management – GHA's subsidiary company that provides a comprehensive factoring service – can provide advice on charges for the period covered if you are a homeowner. Please visit www.your-place.net

Do tenants and homeowners in high-rise blocks receive the service?

No. Services in multi-storey properties are the responsibility of our Concierge Service and LHOs. Please contact your LHO for further details.

What else do Neighbourhood Environmental Teams do?

In addition to close cleaning and backcourt maintenance work, our teams will report any common repairs or defects that require work by other GHA services. They will also report any management issues such as graffiti or dog fouling to the LHO.

Council services

Although we work closely with Glasgow City Council to resolve some of your community issues, GCC has responsibility for the following services. Please contact the following council departments to discuss the repairs or services listed below.

Roads and Lighting, Footpaths (RALF)

To report a fault call **Freephone 0800 373 635**.

This includes faults like:

- Potholes
- Broken or uneven paving stones
- Unlit street lights (every lighting column is numbered. To speed things up please quote the light number when you report the fault)
- Vandalised road signs
- Faulty traffic lights or pedestrian crossing
- Broken safety barriers.

Stair lighting

Repairs are carried out by City Building. To report a stair lighting fault call **Freephone 0800 595 595**. This service includes:

- Repair and replacement of light fittings
- Lamp replacements
- Repairs and replacement of control equipment
- Repairs to wiring systems
- Periodic (five yearly) inspection and testing of installation.

Council services (continued)

Bin collection

For more information about your bin collections, call Environmental Protection Services on **0141 287 9700** or email **EPSCleansing@glasgow.gov.uk**

Bulk refuse uplift

To arrange an uplift call Land and Environmental Services on **0141 287 9700**.

Disposal of garden refuse

GCC operates an organic garden waste collection service to 55,000 households throughout the city. The collected material is shredded and composted.

For more information call **0141 287 9700** or email **EPSCleansing@glasgow.gov.uk**

Assisted Garden Maintenance Scheme (front grass and hedges)

In certain circumstances Land and Environmental Services may be able to arrange to carry out basic garden maintenance for elderly people or the infirm.

Residents who meet the criteria and would like to receive this service should complete an application and return it to the address below. Please note that, due to the demand for this service, there is currently a waiting list.

Land and Environmental Services

7th Floor, Nye Bevan House
2 India Street, Glasgow G2 4PF

Would you
like to know
more about
neighbourhood
environmental
services?

Call our team 24/7 on
Freephone 0800 479 7979



Would you like more information?

Freephone: 0800 479 7979

Email: talk@gha.org.uk

Visit: www.gha.org.uk

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