

# **estate** management



# Estate Management

## Our Vision

Three Rivers aims to make sure our customers have peaceful enjoyment of their home and that it should be located in a clean, pleasant environment.

## Our Objectives are:

- To provide efficient and effective cleaning and maintenance services.
- Carry out regular estate surveys undertaken by officers to identify issues and problems.
- Help tenants to deal with complaints themselves.
- Support tenants to identify improvements within their scheme.
- Liaise with the local authority to resolve cleaning and repair problems for which they are responsible.

## Landscaping

Many of our schemes have communal landscaped areas which Three Rivers maintains. Money from the service charge element of your rent is used to employ contractors to carry out the work.

The table below is a guide to the work that should be carried out by the landscaping contractors when they turn up to your scheme.

### Grass Cutting and Edging

- Keep grass to a tidy height and remove all grass cuttings from site.
- Periodically apply broad leaf weedkiller and general fertiliser.
- Litter and rubbish removal.
- Edge grass at least once a year.

### Rose Beds

- Pruning.
- Weed removal.
- Dead flower removal.
- Litter and rubbish removal.

**Shrubbed Areas**

- Periodically treat with residual herbicide.
- Litter and rubbish removal.
- Prune shrubs to promote flowering and also to prevent interference with windows, pathways and highways, removing all clippings from site.
- Weed removal.

**Herbaceous Borders and Rockeries**

- Annual pruning and cut back appropriate to species.
- Dead flower removal.
- Litter and rubbish removal.
- Weed removal.

**Hedge Cutting**

- Litter and rubbish removal.
- Hedge cutting, removing all clippings from site.
- Weed removal.

**Trees**

- Remove deadwood and broken / damaged branches, adjust renew ties and stakes, remove stakes as appropriate

**Hard Landscaping**

- Periodic chemical treatment of hard landscape area, including path, kerbs, paved / tarmac areas, and remove moss and weeds.
- Litter and rubbish removal.

Each scheme should have grass cutting an average of 14 times a year with twice monthly visits from May to September inclusive. The contractors will make at least five additional visits between October and April.

How we perform on landscaping will now be monitored through our Customer Involvement Panel, or by-annual survey and officers carrying out estate surveys.

If you have any further queries, please contact our Customer Services team on 0191 384 1122 or email [customer.services@threerivershousing.co.uk](mailto:customer.services@threerivershousing.co.uk)

### **Car Parking/Vehicles/Maintenance**

On many of our schemes, parking areas are provided for tenants and their visitors. Only a currently taxed car or light van may be parked on our land (untaxed or dilapidated vehicles may be towed away). You must ensure that you use the parking bays provided and not cause an obstruction to other car park users. Parking spaces are not reserved. In some of our schemes there are specific bays marked for disabled parking.

Parking areas must not be used for repairs or work on vehicles apart from essential maintenance on your own vehicle. Car parking areas must be kept clean and tidy. We may have to charge you for clearing up mess you leave such as oil spillage. You must seek permission from Three Rivers to park a heavy trade/commercial vehicle, caravan or boat, this includes parking on a driveway.

When parking your vehicle in the parking areas, you do so at your own risk. We accept no responsibility for damage to vehicles in parking areas. If you believe a vehicle to be abandoned, you should contact our Customer Services Team on 0191 384 1122.

### **Garages**

There are some schemes where we have garages to rent. If you would like further information or would like to be considered, please contact our Customer Services Team on 0191 384 1122.

## Cleaning of Communal Entrances - Service Level

The Overall Objective of the service is that:

**The Communal Areas should be cleaned to a high standard with no rubbish evident and all surfaces should be clean and spot free.**

The service will be monitored by routine and spot inspections by the Association's staff. The contractor will also be required to get a signature from a tenant or warden at the scheme on completion of each visit.

### Service Required

Area		Frequency
Windows	Washing	Weekly
External Door	Washing	Weekly
Ledges & Surfaces	Dusting and Washing	Weekly
Washing Machines	Cleaning	Weekly
Paintwork	Dusting and Washing	Weekly
Tiled Floors	Washing and Buffing	Weekly
Furniture	Dusting	Weekly
Blinds	Dusting and Washing	Weekly
Sink, Bath, Shower,&/or WC	De-scaling and Disinfecting	Weekly
Stair Treads	Washing	Weekly
Kitchen Unit Surfaces	Washing and Disinfection	Weekly
Carpets	Vacuuming	Weekly
Bin Area	Sweeping and clearing of rubbish	Weekly
External Entrance Area	Sweeping and clearing of rubbish	Weekly
Communal Areas	Clearing of rubbish	Weekly
Carpets/Upholstery	Shampooing	Annually
Carpets/Upholstery	Spot treatment	As necessary

## Door Entry Systems

Door entry systems are provided in blocks of flats for the security and protection of residents. Please do not leave doors open at any time.

Please use main entrance doors. Fire doors are to be used only in cases of emergencies. You should check the identity of all callers and should only allow access if you are certain that you know who you are letting in. You should not let callers into the building who are visiting other residents.

## Use of Premises

You should use your home for residential purposes. However, Three Rivers will normally have no objections to you working from home but you must get written permission first. Certain types of business are not allowed such as vehicle maintenance, running a taxi service or using your home as a bed and breakfast. The business must be legal and there should be no safety risk or chance of your neighbours being disturbed.

You should not use your home for any immoral or illegal purposes.

You should not use or allow your premises to be used to store any substances, drugs or equipment regarded as being illegal or prohibited.

If you are going to be away from your home for more than eight weeks, you must inform Three Rivers. You must provide us a contact number and address and details of anyone looking after your home. You must also tell us when you are expected to return and arrangements you have made to pay your rent.

## Gardens and Yards

Three Rivers is responsible for the maintenance of all communal grassed areas and shrub beds. The cost of this work is recovered through the service charge element of your rent. However, we would expect tenants to help in keeping these areas clean and tidy.

You are responsible for your individual garden or yard and you are expected to keep this in a reasonable condition at all times, ie. you should keep your garden or yard free of rubbish, and not let your garden become overgrown. We will maintain the fencing/wall around your garden or yard that we have erected. If you wish to extend the boundary fence you will need to get our permission.

## Satellite Dishes/Aerials

You must get permission in writing from us if you want to erect a television aerial or satellite dish. It may not be possible for Three Rivers to grant permission, especially for aerials and dishes on blocks of flats. Planning permission from your local council office may be required. So, you should always check with the local council before putting up an aerial or dish.

## Rubbish

We need you to help in keeping our properties and schemes clean and tidy. Please do not drop litter and ensure all rubbish is placed in a bin.

You will be provided with a wheeled bin or, if you live in a block of flats, you may share a large metal rubbish container. If a wheeled bin has not been provided, you will need to contact your local council's refuse collection department.

Please keep bin areas clean and tidy and do not allow rubbish to accumulate. Under no circumstances should rubbish be left on communal landings. You should wrap all your rubbish carefully or use bin liners and place all rubbish in the wheeled bins/containers provided (rubbish that is not placed in the wheeled bins/containers will not be taken away under a normal council refuse collection). Please check with your Local Authority about their collection arrangements. If you have large items of household rubbish such as unwanted furniture, you will need to contact your local authority's refuse collection department to arrange for the removal of items. Most local authorities will carry out this service free of charge. However, you will need to check with your local authority as policies vary between different local authorities.

## Pests

If you have an infestation of pests in your home such as cockroaches, mice, rats, wasps, etc., you will need to contact the local authority's Environmental Health department. The Environmental Health department will have the expertise and equipment to deal with such infestations.

## Pets

If you wish to keep a domestic pet you must get our written permission first. This will not be unreasonably withheld if you live in a house or bungalow. Permission will not be given for cats or dogs to be kept in flats that have communal entrances. However, other pets such as a fish or caged birds are acceptable.

If you have permission to keep a domestic pet, you must ensure that your pet does not cause a disturbance or annoyance to your neighbours and is kept under control at all times. Fouling communal areas, causing noise, damage to property and attacking neighbours will not be acceptable. If your pet causes a problem to other neighbours, we will withdraw permission for you to keep the animal.

**We can produce this information leaflet in alternative formats and languages.**

**If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.**

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،  
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর  
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員  
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ  
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ  
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا  
آپ کو ایک انٹریپرٹیر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

## Contact Addresses

Head Office - Durham  
Three Rivers House  
Abbeywoods Business Park  
Pity Me, Durham  
DH1 5TG

Open: 9.00am - 5.00pm  
Monday to Friday

Sherburn Road Office  
62/63 Bede Avenue  
Sherburn Road Estate  
Durham  
DH1 2EN

Open: 10.00am - 1.00pm  
Monday to Friday

Hartlepool Area Office  
Central Buildings  
Church Street  
Hartlepool  
TS24 7EB

Open: 10.00am - 1.00pm  
Monday to Friday

## Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

# 0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on [www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)



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