



Environmental and Estate Management



**west
north
west**
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ཇེལ་སྐད་ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت تترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، فقم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک یزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاوسنگ اوفیس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دتەویتت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی بیتی گەورد یاخود بە بریل (شێوازی نووسینی نابینا) بۆ دابین بکریت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەردی ناوچەکەتەتووە (نییبەرھوود ھاوژین ئۆفیس) بکە و ئەوان بە خۆپرایی ئەو کارەت بۆ ددەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ከዚ ጽሑፍዚ ብግብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ፊን ጽሑፍ) እንተደለኹ፣ ነገር ናይ ኣካባቢኹ ናይ ኣባይቲ ቢትድሕሪት ደውሰሎም፣ ከዚ ብነጻ ክገብሩልኻ ኢየም።

Urdu / اردو

اگر آپ کو تحریر یا بڑے بڑے پرنٹ پر یا بریل میں درکارہ دستاویز یا کرم پے پیمبر بڑا ہانسنگ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

What does estate management mean?

Estate management is used to describe a wide range of services relating to the management of housing estate areas. Any matter, which can impact upon a customer's quiet enjoyment of their home, or the environment in which they live, can be described as an estate management issue.



How do West North West Homes look after the local area?

West North West Homes are responsible for managing these estates and dealing with:

- fly tipping, litter and graffiti
- grounds maintenance issues
- tree management
- communal areas including garages and parking
- estate walkabouts and inspections.

We aim to have a positive impact in the local community by providing a high profile estate management service for our customers and tenants delivering excellence that provides a clean, safe and enjoyable place to live.

Our service standards

On estates, we or our contractors will:

- measure your satisfaction with the estate management and environmental services twice a year.
- aim to have our estates achieve the top grade and publicise how your estates are graded in the customer newsletter and on the website.
- cut our verges and communal grassed areas a minimum of once a month in the cutting season when weather permits.

For flats, maisonettes and our offices we will:

- clean communal areas a minimum of once a week;
- offer a dedicated multi-storey flat caretaking service and we will aim to unblock chutes within 1 working day;
- clean communal windows once a year in multi-storey flats, every 3 months in sheltered schemes and every 6 months in low rise flats and maisonettes;
- report communal repairs identified on inspection within 1 working day.

For graffiti, we will:

- remove all racist, sexist, obscene and offensive graffiti within 1 working day;
- remove all other graffiti within 4 working days;

For fly tipping we will:

- remove within 1 working day of it being reported.

Your local neighbourhood management officer is responsible for:

- diagnosing minor defects to properties and suggesting remedial action, with technical support from the maintenance team;
- dealing with anti-social behaviour issues;
- carrying out estate walkabouts and inspections;
- working with caretaking staff to ensure standards are maintained in multi-storey flats;
- working with officers and external agencies to ensure the estate environment is maintained to a high standard;
- working closely with the tenancy enforcement team and Leeds City Council's Environmental Health department to ensure that the tenant and other parties meet their responsibility in keeping their garden and local environment tidy;
- actively developing and promoting tenant involvement around estate and environmental management services.



Our caretakers and contractors will keep estates clean and tidy by:

- patrolling estates to deter illegal dumping, vandalism and other acts of anti-social behaviour;
- attending regular estate walkabouts;
- ensuring empty properties are secure;
- monitoring external conditions of low rise blocks, removing litter, debris and obstructions to maintain a clean and safe environment at all times;
- removing rubbish, debris and minor graffiti where appropriate;
- removing snow and ice, and gritting paths to ensure access to sheltered units and community buildings is safe;
- monitoring and clearing up locations prone to regular fly tipping and taking a proactive approach to illegal fly tipping where possible;
- cutting communal grass on a regular basis;
- weed spraying areas on a regular basis.

When carrying out garden duties, we will:

- trim or cut hedges to the height specified by the appropriate officer (If hedges are above 1.50 metres then they will be reduced to that height.);
- cut back vegetation;
- report any damaged or defective property;
- leave the garden safe, clean and tidy of any debris and cuttings;
- advise tenants on basic garden maintenance where necessary.

Is there any support available for me?

We cannot provide a regular gardening service but we can provide a one-off service to tenants who are elderly or have a disability and no immediate family to help. If you think you meet these criteria, or there are other circumstances where you may need help, then please contact us.

What can I do to help?

- maintain your garden regularly
- report any fly tipping or illegal dumping with as much detail as possible
- report vandalism
- dispose of your waste correctly.
- recycle waste wherever possible.

Please remember your garden is your responsibility under your tenancy agreement. If you do not maintain it, you could be breaching your tenancy agreement.

If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113*
or Minicom: 0845 127 1113

*standard charges apply when calling from a mobile



Email us on:

wnwhl.enquiries@wnwhl.org.uk

www.wnwhl.org.uk



Visit us at:

Neighbourhood Housing
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower
Wortley Road, Leeds LS12 4PX

