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partick **homes** ltd

***Owners & Commercial
Proprietors'***
HANDBOOK



**Our Office is situated locally at:
10 Mansfield Street, Partick, G11 5QP
Email: info@partickha.org.uk
Tel: 0141 357 3773
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Information Leaflets Included

- **Current Owners' Charges**
- **Our Service Standards**
- **How to Comment, Compliment or Complain**
- **Direct Debit**
- **Byelaw – Cleaning of Common Property**
- **Zurich Municipal Building Insurance – Copy of Company's Policy**
- **We Are All Responsible (Scottish Executive)**

OUR MANAGEMENT SERVICE

The Company aims to provide a quality property management service which offers value for money, meets legal requirements and good practice standards as laid down by Community Scotland's Performance Standards and the Company's own Service Standards (*a copy of our Service Standards is included in your folder*).

1. ACCOUNTS

You will be issued with your accounts on a quarterly basis in April, July, October and January. The accounts are issued in arrears that is each account is for the preceding 3 months.

Owners should note that it is our policy to issue all accounts to owners for payment the company will not issue accounts to tenants or leaseholders.

Payment should be made on receipt of your account. If you have any query relating to the account this should be made to our office within 28 days of receiving the account (see also Information Sheet 6). Contractors' invoices are also available for inspection at our office for a 28 day period after accounts are issued.

The standard service charges included in your account are detailed in Information Sheet 3. These are charged annually. Your account will also include charges for the Management Fee and Building Insurance plus your share of costs in respect of any common repair.

2. MAKING PAYMENT

You can pay your accounts by any of the following methods:

- **By Bank Giro Slips.** These are attached to your invoice and can be used at any branch of the Clydesdale Bank.
- **Direct Debit.** A direct debit form is included in this information pack. Should you wish to use this method of payment please contact the Property Management Section for details.
- **Swipe Cards.** Please contact the office and a swipe card will be sent to you within 7 days. Swipe cards can be used at all outlets providing ALL PAY facilities. Payments can be made in cash or by SWITCH or Credit Card. ALL PAY also offer an online payment system on www.allpay.net
- **Cash Payments at Office.** For security reasons we do not take cash payments at our office.
- **Cheques.** Can be posted or hand delivered.

3. MANAGEMENT FEE

The Company aims to provide a comprehensive range of services to owners within their management fee. Some of the services currently available to you are as follows:

General administration costs of operating the service, staff, office overheads, IT stationery etc.

Reactive repair service in respect of common parts

Arrangement and monitoring of buildings insurance

Provision of claims forms and information in respect of insurance

Information on titles held by the company

Annual property inspection

Provision of Proprietors Handbook

Annual information leaflet in respect of costs and services

Arrangement of payment plans in respect of costs

Arrangement of Direct Debits & Standing Order mandates

Set up new owners – Issuing factoring authority, handbook, information etc

Arrangement of additional services such as close cleaning

Liaison with other agencies on your behalf such as City Lighting and Cleansing Department

Welfare Benefits advice

Neighbour relations liaison

The fee is reviewed annually in light of the Company's actual and anticipated costs. Owners are notified annually of the charges for the coming year.

The fee is payable in respect of each property owned and is charged out quarterly in the accounts.

Where a commercial property spans more than one unit, the fee plus a third of the fee for each additional unit will be charged.

When an owner is decanted due to a Comprehensive Tenement Improvement Scheme, half the Annual Management Fee will be charged for the period of the contract.

4. BUILDINGS INSURANCE

The Company offers all owners fully Comprehensive Full Reinstatement Value Buildings Insurance within its Block Policy with Zurich Municipal.

In most cases the Title Deeds for your property will dictate that the Company as the factor of the property must arrange buildings insurance. However, if you wish to arrange your own Insurance cover you must provide the Company with a copy of your Policy and confirmation that it includes cover for common parts. Alternative cover must meet the minimum sum as ordered by the Company's insurer. This is required to protect all individual owners from being under-insured and the property as a whole.

The Company will arrange contingency cover for which you will be charged until such time as we have proof of your alternative adequate cover.

“Top Up” cover can also be arranged where a lender requires a higher level of cover.

If your flat is involved in a Comprehensive Tenement Improvement Scheme you must maintain your Buildings Insurance to cover all the normal risks. The Contractor’s Insurance is only relevant to the actual work being carried out.

5. DEEDS OF CONDITIONS

The Deed of Conditions or Title Deeds is a legal document which define the respective responsibilities and obligations of the owners and the Property Manager in relation to the common parts of a property.

The Company aims wherever possible to hold a copy of the Deed of Conditions relating to each property.

The Deed of Conditions also specifies the relevant share of repairs and will determine the apportionment of costs in the absence of any subsequent agreement.

Sometimes Deeds of Conditions are out of date and do not reflect changes which have taken place at the property, for example where flats have been amalgamated. In these circumstances we may seek agreement from owners in arranging an amendment to the existing Deed.

If the title at the property does not provide details of a specific nature on any matter related to title such as emergency repairs the situation will be resolved in line with the new legislation relating to the law of the tenement which provides for these matters.

We will do our best to advise on matters connected with Deeds of Conditions but if in doubt owners should take their own legal advice.

6. CHANGE OF OWNERSHIP

When a property changes hands the Company is required to apportion all outstanding charges as at the relevant date and is required to supply information to solicitors. In order to assist in the discharge of these duties owners are requested to give as much notice as possible of their intention to sell.

A charge of £30 is made to cover the additional administration costs and this is added to the seller’s final account.

A charge of up to £50 is made where documentation (e.g. Building Warrants, Certificates, Local Authority Certificates, etc) is required.

A charge of £150 is made when a solicitors request for the provision of information is made less than five days prior to the settlement date of the sale.

Solicitors will be requested to make a retention to cover any outstanding costs in respect of the apportionment of accounts.

Commercial and any private owners renting out their flats are required to notify the Company of the leaseholder’s/tenant’s name and of any changes thereafter.

OUR MAINTENANCE SERVICE

1. INTRODUCTION

The Company, as Property Manager, acts as agent on behalf of all owners with regard to common repairs and services.

The Company also has a programme of planned maintenance to ensure the common parts of the property are kept in good repair.

2. COMMON REPAIRS

Common repairs include anything to do with basic tenement structure, the roof, the close and stairs and the backcourt. A useful diagram defining common and individual repairs is included in your Owner's Folder.

The share of any repair that you will pay is specified in the Deed of Conditions relating to the property.

Commercial owners will be liable for a share of close repairs and maintenance unless specifically excluded by the Deed. This includes close painting, plaster repairs and stair repairs, etc.

3. PLANNED MAINTENANCE

Regular inspection of certain common parts of the building is carried out on a planned basis to ensure the fabric of the building is kept in good condition. This includes:

Roofs – inspected annually, includes flashings, skews and chimneys. Repairs are instigated as required.

Gutters & Downpipes – checked and cleaned annually. Repairs as required.

Brickwork & Pointing – checked in the course of other inspections. Repairs as required.

Close Painting and Plaster Repairs – checked in the course of other inspections. Repairs as required, painting as necessary.

Environmental Painting – includes railings, benches, poles, etc in backcourts.

The Company also holds detailed information on the condition of the major components of all the properties.

4. REPORTING A REPAIR

If you wish to report a repair to any of the common parts of the buildings you should contact our Mansfield Street office by phone (0141 357 3773).

If you need to report an emergency outwith working hours you should use the telephone numbers provided on Information Sheet 9 in your folder. These numbers should only be used for common works and Gas Central Heating where you have signed a mandate for this service the number should not be used for internal repairs to individual flats. Please note that if a call out is made in respect of such a repair you will be liable for the costs.

5. RESPONSE TIME

The Company defines all repairs in terms of:

- Emergency – 6 Hours
 - Urgent – 3 Days
 - Day-to day – 10 Days
-

Emergency Repairs – this category includes any repair which is required to avoid serious damage to property or risk to health and safety, e.g.:

- Water burst
- Dangerous masonry, loose slates, chimney heads, etc

These repairs should be made safe and where possible completed (temporarily if necessary) within 6 hours.

Please note that emergencies involving gas faults in common areas should be reported directly to Transco (their number is provided in Information Sheet 9).

Urgent Repairs – this category includes repairs which are not emergencies but which can cause inconvenience or discomfort, e.g.:

- Close door entry repairs
- Reglazing/repairing close windows
- Water ingress

These repairs should be dealt with within 3 working days.

Day-to-Day – this category includes those repairs which can wait before being dealt with. These repairs should be completed within 10 working days.

6. CONSULTATION

The Company's policy is to consult with owners whenever a repair cost is likely to exceed £1,000 in total.

You will be sent details of the proposed works, estimated cost and your share, together with a Minute of Agreement authorising the proposed work and agreeing to pay your share.

If you agree that the works should proceed, you should sign and return the Minute of Agreement.

If you have concerns about the proposed works please contact us and we will be happy to discuss the details with you.

The works will proceed when the Company obtains majority agreement.

Where major repairs are required to a property (e.g. structural work) the Company will meet with owners when necessary to discuss the details. All works over the value of £1,500 will be subject to the Company's tender procedures (further details are available).

Owners will be notified of proposed planned maintenance, e.g. close painting.

Costs associated with these repairs will be included in your quarterly account. If you anticipate any difficulties concerning payment, please contact the Property Management Section.

Project management fees are charged in respect of service contracts and works in excess of £1,000. These fees are currently, service contracts and work between £1,000 and £5,000 a 5% charge and works in excess of £5,000 a 10% charge.

7. MONITORING

All invoices submitted by contractors are checked to ensure charges are reasonable and that the work has been carried out as instructed. A sample of all jobs completed is inspected by Maintenance Staff. Contractor's invoices will be made available for scrutiny to owners for a period of 28 days following the issue of accounts.

An annual review of all contractors is carried out to ensure value for money and quality of service. Those who do not meet the required standards are removed from the list.

8. GAS REGULATIONS

Owners who let out their property are reminded that there is a legal requirement to carry out a gas safety check on all appliances and to obtain a certificate from a CORGI registered gas fitter. The tenant should be provided with a copy of the certificate.

Owner occupiers are advised that whilst there is no legal requirement, it is advisable to have all gas appliances regularly checked by a qualified gas fitter.

9. EMERGENCY REPAIRS

Where a repair is of an emergency nature the Company will as property manager take immediate action and notify owners accordingly in accordance with the legal requirements of the Tenement Management Scheme.

SERVICE CHARGES

All of the following are charged on an annual basis in the account which is issued to you in the month of April.

DOOR ENTRY MAINTENANCE

The maintenance contract covers the electronic system in the close and individual flats. The cover does not include repairs that require a joiner.

CLOSE WINDOW CLEANING

Landing windows and the skylight above the close door are cleaned on a quarterly basis. This service does not include cleaning windows in respect of individual flats. The service is intended to **maintain a minimum standard** and residents should still clean the windows as required. The service is not provided in unimproved properties.

SCOTTISH POWER CHARGE

These charges are levied on the individual properties by Scottish Power in respect of power used by the door entry system, communal TV aerials and communal extractor fans.

GCC CLOSE LIGHTING MAINTENANCE

This is a charge made by the City Council to all owners in tenements in respect of the upkeep of the close lighting system. Problems concerning close lighting should be reported directly to City Lighting. The number is included in your list of emergency contact numbers.

BACKCOURT MAINTENANCE

The annual garden/backcourt maintenance charge covers work undertaken between April to October for garden and backcourt maintenance. A copy of the specification is included in this handbook (Information Sheet 9). It should be noted that this work is charged separately.

STAIR CLEANING

The service is available on an individual basis or, with the agreement of other owners and residents, on a close cleaning basis. Please contact the Property Management Section for further details.

GAS CENTRAL HEATING MAINTENANCE

Those owners with gas central heating can participate in the Company's contract taking advantage of the competitive rates. For further information contact our Customer Services Section.

BULK UPLIFT

This service is available to owners on agreement by the majority of owners in the property.

The service includes removal of bulk uplift from backcourt to pavement for uplift by Glasgow City Council on a weekly basis. Tidying of the bin area fortnightly and in addition bins and bin areas are jet washed every three months.

ESTATE MANAGEMENT

The Company can provide a service to owners on general items relating to the management of the property. This covers:

- ◆ Common area management
- ◆ Occupancy management

COMMON AREA MANAGEMENT

1. ENVIRONMENTAL AUDIT

- 1.1 Closes are inspected regularly. In addition to these programmed inspections, staff are out and about on a regular basis and will deal with any problems which come to their attention.

During the programmed visit the Customer Services Officer checks the general condition of the close and backcourt and takes a note of any repairs required.

Each resident is responsible for taking their turn cleaning their own stair in rotation with neighbours on the same landing and close/back stair in rotation with all residents. We will issue rota cards if requested and will do everything possible to ensure everyone takes their turn. A copy of the relevant Bye Law is enclosed.

- 1.2 Household refuse should be tied securely in bags and placed in the bins in the backcourt. On no account should bags be left on landings or by the back door.
- 1.3 If you have any bulk items to be uplifted you should contact Land Services on **287 2025** to arrange for these items to be removed or place these on the pavement for the weekly uplift.
- 1.4 If you experience problems with the Cleansing Department regarding emptying bins, cleaning bin areas etc you should phone the central depot on 287 9700 and speak to the Supervisor for the Partick area. Complaints are often more effective coming from residents rather than from the Company.
- 1.5 If any instance of pests occurs (e.g. insects or vermin) Environmental Health Pest Control should be contacted without delay (see telephone numbers at end of this pack).

2. PETS

- 2.1 If you have a cat or dog please ensure it does not foul in the common areas or back court. Pets should not be allowed into these areas unsupervised.
- 2.2 Complaints about pets should be made to your Customer Services Officer.

3. SECURITY

- 3.1 Locks are provided to back and front doors for security reasons. Please make sure that these doors are locked at all times.
- 3.2 Do not allow anyone into the close unless you know who they are.

OCCUPANCY MANAGEMENT

1. NEIGHBOUR COMPLAINTS

If you have a problem with noisy or inconsiderate neighbours we will offer advice and assistance to help resolve the problem.

Our ability to take action will depend on whether or not the neighbour in question is a tenant of Partick Housing Association. All tenants have Conditions of Tenancy which they are expected to observe and if a tenant is in serious and sustained breach of these conditions, it is open to the Association to take legal action against the tenant. This however is seen very much as a last resort and we will do all we can to resolve any difficulties in other ways subject always to discussion with those affected.

Where the offender is another owner our ability to act directly is limited but we will try and advise on options available.

We aim at all times to be clear about whether or not we can help and what other options can be pursued.

2. LIAISON WITH OTHER AGENCIES

The Company meets regularly with the Cleansing Department, Police and Social Work to discuss issues of common concern. If you wish to raise a particular issue, please let us know.

3. RACIAL HARASSMENT

The Company has a very clear policy regarding racial harassment which applies to owners and tenants alike. Please report any incident of harassment to the Company. All information will be treated in the strictest confidence and no action will be taken without the express agreement of the victim.

4. DRUGS

- a. Anyone with any information or suspicion relating to drug dealing should report it to the Police.
- b. Any information given to the Company will be treated in the strictest confidence and appropriate action taken.

HELP WITH HOUSING COSTS

If you are on a low income or in receipt of benefit you may be able to get some assistance with mortgage payments, factoring charges and, in some situations, repairs.

Income Support, Income-based Jobseeker's Allowance and Guarantee Pension Credit can include a contribution to the following housing costs:

- Mortgage **interest**;
- **Interest** on loans taken out for certain repairs and/or home improvements (e.g. repairs to a heating system, adaptation for a disabled person, home insulation, damp-proofing);
- Some service charges such as management fees, communal insurance provided by a factor and door entry maintenance fee.

Home owners may also be able to claim a Social Fund payment to meet certain housing related expenses, such as minor repairs and improvements.

All these issues are dealt with by the Department for Work and Pensions (Income Support section or Social Fund section).

The rules governing these benefits are quite complex and it is often a good idea to seek some advice if you think you may be entitled, or if you are unsure about whether you are receiving the correct entitlement. Partick Homes has a Welfare Rights Officer who can help with these issues. Just phone or pop into the Mansfield Street office to make an appointment.

If you require Benefits advice this can be obtained at the Company's offices. Independent advice can also be obtained at the following:

Citizens Advice Bureau: Tel: 0141 946 6373

CARE & REPAIR

Glasgow Care & Repair offer advice and assistance to elderly owners in Glasgow. They will support and assist owners in organising internal and external repairs such as rewiring, wind and watertight repairs, disabled adaptations etc.

Care & Repair will also advise and assist you in securing any grant money which may be available in respect of these repairs from the City Council and Benefits Agency. The Glasgow Care & Repair Team is based at:

Glasgow Care & Repair
Southside Housing Company Ltd
553 Shields Road
GLASGOW G42 2RW
Tel: 0141 433 2749

If you wish further information on repairs which may be eligible for grant assistance, a leaflet is available from our office. Please note that applications must be made and agreed before works are instructed.

COMMUNITY ALARMS

This service is provided by Bield Community Alarm Service to elderly owners and owners who have disabilities. The 24 hour service provides a link between your home and Bield's monitoring service.

Each applicant is assessed on their individual suitability to receive the service. Bield will also require you to provide them with emergency contact names.

In order to have the system installed you will require a telephone line with a 13 amp socket nearby.

Further information about the service and application forms can be obtained directly from Bield. Telephone No 0141 950 1025.

WHO TO CONTACT

1. GENERAL ENQUIRIES

If you have a general enquiry about any aspect of our property management service, please contact us at our Mansfield Street and we will ensure that your enquiry is dealt with by the appropriate member of staff.

2. ENQUIRIES REGARDING ACCOUNTS

2.1 Contact our Customer Services Department on receipt of your account for any queries relating to:

- Repairs
- Services
- Garden Maintenance
- Bulk Uplift/Bin Cleaning
- Close Cleaning

2.2 Contact our Property Management Department on receipt of your account for any queries relating to:

- Share of Repair
- Buildings Insurance
- Management Fee
- Insurance

2.3 Contractors' invoices are available for inspection for a period of 28 days after the issue of the account.

3. ESTATE MANAGEMENT ISSUES

3.1 If you have any kind of problem with a neighbour (e.g. stair cleaning, pets, noise etc) please advise the office. In most instances, the relevant Customer Services Officer will deal with the problem if a tenant of the Company is involved. You will be advised as to what action can be taken.

3.2 If there is a problem involving the Cleansing Department you should contact the Company and also report it to the Cleansing Department's central no. 0141 287 9700.

4. TAKING MATTERS FURTHER

4.1 We will always try to resolve matters informally within an agreed timescale. However, where you feel your complaint has not been dealt with to your satisfaction you have the right to enter our formal complaints' procedure detailed in the leaflet included in this information pack.

4.2 For any matters connected with our property management service, you should make an appointment to see the Customer Services Manager.

5. TIMESCALES

5.1 Our aim is to respond within 5 days. The exact nature of any query or complaint will usually determine how quickly we can deal with it.

5.2 We will however always let you know

- who is dealing with your query
- when you can expect a response
- what to do if you are not satisfied with the response
- if we are not able to deal directly with your complaint or query we will do our best to give you appropriate advice

SHARING OWNERS

This information sheet explains how our property management service operates for sharing owners.

You should refer to your occupancy agreement for details of your responsibilities as a sharing owner.

1. ACCOUNT

- 1.1 You will still receive a quarterly account but it will only contain your share of costs for any repairs for which you are liable under the Deed of Conditions.
- 1.2 All other charges including buildings insurance are included in a monthly service charge payable by standing order within your occupancy charge or your common charge account.

2. ASSISTANCE WITH HOUSING COSTS

- 2.1 Sharing owners are entitled to help with the occupancy charge of their housing costs through housing benefit provided they meet the qualifying criteria. Your Customer Services Officer or Welfare Rights Officer will be able to advise you regarding this.
- 2.2 If you qualify for housing benefit you may also get help with the service charge element.
- 2.3 In some circumstances you may be able to claim help with your mortgage costs (interest only) from the Benefits Agency but you should seek further advice based on your own individual circumstances.

3. REPAIRS

- 3.1 Please remember you need the Company's permission before carrying out any alterations to your property. Application forms are available at reception.

4. MORTGAGE/RENT ARREARS

- 4.1 Your monthly occupancy charges are monitored by your Customer Services Officer. Should you miss a payment you will be contacted within 2 weeks to establish the reason for the missed payment.
- 4.2 It may be that your circumstances have changed or you are experiencing some temporary financial difficulties. Your Customer Services Officer will be able to advise you about benefits to help with your rent and will discuss with you an arrangement to make up any arrears. As long as you are prepared to discuss any difficulties, the Company will take a sympathetic and understanding approach. Should this fail to resolve the problem however the Company would have a responsibility to pursue the arrears through legal action if necessary.

4.3 As regards mortgage arrears, you would of course have to contact your lender.

5. WHO TO CONTACT

5.1 In most instances your first point of contact should be your Customer Services Officer based at the Mansfield Street offices.

5.2 If you have a query relating either to a repair shown on your quarterly account or to repairs needed in your property you should also contact your Customer Services Officer.

DEBT RECOVERY PROCEDURE

1. It is the responsibility of the Company as Property Manager to recover all costs associated with operating the Property Management Service.
2. Whilst we will do everything possible to assist owners experiencing financial difficulties our policy is quite clear that a firm and consistent approach be taken to collect arrears. Whilst legal action is a last resort, the Company will ultimately take whatever action is appropriate and necessary to recover the debt.
3. You should pay your account upon receipt. Remember the Company has already paid out money to contractors and is therefore dependent on recovering these sums.
4. If you anticipate difficulty settling your account in full within the required timescale please contact the Property Management Section at our Mansfield Street Office as soon as possible. An arrangement can be made to pay the account by instalments.
5. If you approach the Company for assistance we will normally take a sympathetic and understanding approach. If, however, you fail to contact the Company and do not pay your account, then the Company will have no option but to take legal action to recover the debt.
6. Additional administration and legal costs associated with Debt Recovery Action will be charged to your account.
7. Where the Company obtains a decree for payment and the debt is still not cleared the decree may be enforced by:
 - Wage Arrestment
 - Arresting your bank account
 - Intercepting payments due to you by a third party
 - Stopping you selling your house
 - Notice of Potential Liability for Costs
8. **At any stage** the Company is prepared to negotiate with you an arrangement to pay by instalment. Please ensure therefore that you always contact us in the event of financial difficulties.
9. All information will be treated in the strictest confidence.

USEFUL TELEPHONE NUMBERS

Listed below are telephone numbers for use in an **emergency** when the Company's office is closed. These numbers should only be used to report problems which are common. Do not contact the central heating company if you have not signed a mandate for this service and paid the premium.

Please note that should request a contractor to deal with a problem which is internal to your property you will be liable for any costs.

Plumber, Electrician		
Joiner, Roofer,	-	0800 58 77 503
Glazier		
(Mitie Property Services)		
Gas Leaks (Transco)		0800 111 999
Scottish Power	-	0845 2727 999
Water Board	-	0845 600 8855
Stair & Backcourt Lighting	-	0800 595 595
Police	-	0141 532 3500
Central Heating	-	0800 085 2961
Communal TV Aerials	-	0141 644 3445 (up to 10.00 pm)*

**Please note that where the fault is found to be with the TV set and not the aerial, the owner will be charged for the call out. Owners should therefore check with neighbours before calling out the contractor.*

OTHER USEFUL TELEPHONE NUMBERS

Age Concern	0141 204 0811
Benefits Agency	0141 950 5100
Building Control	0141 287 4395
Centre for Sensory Impairment	0141 334 5530
Cleansing Department	0141 287 9700
Council Tax	0845 600 80 40
Credit Union	0141 339 7070
Environmental Health Dept	0141 287 4275
Equal Say	0141 337 3133
Ethnic Minority Advice Service	0141 287 5688
Family Mediation Service	0141 332 2731
Gartnavel Hospital	0141 211 3000
Glasgow City Council	0141 287 2000
Housing Benefit	0141 287 1000
Needle Collection Service	0141 287 6698
Queen Mother's Maternity Hospital	0141 201 0550
Scottish Asian Action	0141 341 0025
Shelter Housing Aid Centre	0141 221 8995
Shelter Housing Aid Centre	0141 221 8995
Social Work	0141 276 3100
Western Infirmary	0141 211 2000
Women's Aid	0141 553 2022
Working Family's Tax Credit	01253 500 050
Yorkhill Hospital for sick children	0141 201 0228

BACKCOURT SERVICES

CHARGE 1 - SEASONAL MAINTENANCE	
A. Summer Months	
Work to be undertaken throughout the period April to October	
Grass	Cut and edge grass on fortnightly basis. Remove waste material from site. 14 visits.
Shrub bed/planters	Re-firm and keep weed free either by chemical or manual cultivation. Edge as appropriate. Keep tidy. 4 visits.
Litter Collection	Clear and remove all litter, leaves and extraneous material from site. 14 visits.
Trees & Hedges	Check ties and stakes and report dead or damaged trees. Re-firm ties and stakes where necessary. 3 visits
Car Parks/High Backcourts Hard-standing	All hard standings and bin areas to be brushed and kept weed free/leaf free. 14 visits.
B. WORK TO BE UNDERTAKEN THREE TIMES PER SEASON	
Hedges	Prune and remove waste from site.
Hard Standings/ Gravelled Area	Spray for weeds.
Semi Wild Areas	Cut back and remove waste from site.
Shrub beds	Prune, weed and hand fork all soil areas.
Winter Maintenance Visits	Remove leaves and brush pathways and high back court hard standing areas, remove waste from site. Remove litter from shrubs, grass area and tree grills.
CHARGE 2 - CLEARING & CLEANING BIN AREA	
Bulk Items	Removed to kerbside from backcourts for collection by City Council on a weekly basis.
Fortnightly Clean	Bin area swept and tidied.
Quarterly Clean	Bins and bin area jet-washed and disinfected.
CHARGE 3 - BIN TO KERB SERVICE	
Weekly Service	Service provided at properties where residents are required by City Council to place bins on kerb for refuse collection.