

Chapter 11

Keeping our environment clean

To make sure that your flat is a good place to live, we and all residents need to work together.

Around your flat

We will keep any lifts, staircases and shared areas clean. If you live on an estate or in a block and are not sure who has the cleaning responsibilities, please speak to your estate services manager. You can find their contact details on your local estate noticeboard or get them from your tenancy management officer.

We ask that you clean the area outside your front door and your own doormat.

Your garden

You are responsible for looking after your garden (if there is one). You must:

- keep the grass short and weed any beds;
- keep it free from rubbish and in a tidy condition; and
- make sure shrubs and hedges do not become a nuisance to neighbours or cause safety problems to walkways.

If you do not look after your garden, you may be breaking the terms of your lease. We may get a court order to make you tidy up. In serious situations, you may risk losing your flat.

Estate services

We provide estate services officers to look after council estates and provide a cleaning service for blocks of flats and maisonettes with lifts and other shared facilities.

Estate services officers work from Monday to Friday. In blocks of flats which have lifts, mobile teams will also carry out some essential cleaning tasks at weekends.

To find out the name of your estate services manager and when your block will be cleaned, please check your estate notice board.

Cleaning inside the block

Estate services officers are responsible for cleaning and maintaining shared areas inside the block. They will:

- test, check and clean the lifts and lift entrance lobbies every weekday;

- clean shared staircases, landings and other lobbies every week;
- take steps to make sure shared areas are properly lit and free from obstructions;
- change faulty light bulbs;
- if possible, remove graffiti from walls and other surfaces, prevent vandalism and protect property;
- deal with any emergency in normal working hours, and make sure that the appropriate emergency or utility service is called out if necessary;
- report repairs to shared areas and take safety measures until a repair can be done;
- store bulky items of rubbish and make arrangements to have them removed; and
- check that rubbish chutes are clean and that other rubbish facilities are clean and tidy. This includes bin chambers and bulk sheds.

For emergencies outside office hours, contact our emergency service on **020 8348 3148**.

Cleaning outside the block

The council employs a company, currently Haringey Accord, to clean

the roads, pavements, grassed areas, hard play areas and alleyways on your estate. They are also responsible for picking litter from flower beds.

Haringey Accord is responsible for all matters involving rubbish, dumped rubbish, and collecting your garden and household waste. Haringey Accord is also responsible for replacing damaged waste containers.

You can contact Haringey Accord by phoning **020 8885 7700**.

Maintaining the grounds

If you live on an estate or in a block that we manage, we will be responsible for maintaining the grounds around your property. We provide the following grounds maintenance services.

Grass (shared areas)

- Pick up large items from grassed areas before mowing them.
- Maintain and cut grass.

The number of times the grass is cut will vary and depends on weather and ground conditions.

Shrubs and rose beds (shared areas)

Prune, cut back and weed shrub and rose beds at least once a year, or provide extra pruning if access pathways are blocked.

Hedges (shared areas)

- We cut privet hedges twice a year, usually in June or July and November or December.
- We will cut all other hedges at least once a year, usually in June or July.

Weed spraying (shared areas)

- Apply herbicide three times a year on hardstandings, garage sites, drying areas, access ways and footpaths.
- Spraying is usually carried out from March through to October.

Tree maintenance

We have a programme for tree maintenance, which deals with tree planting, pruning, pest and disease control, and felling trees. This is to make sure that trees on housing estates are kept in a safe and attractive condition and do not damage or interfere with access ways or neighbouring buildings.

You can contact your tenancy management officer for more information about maintaining trees. You can find their contact details on your local estate noticeboards or get them from Customer Services Centres.

Play equipment

We inspect play areas every day, with a 24-hour response for emergency repairs. For emergency repairs to play areas outside office hours, please contact our emergency service on 020 8348 3148.

Getting rid of rubbish

You must only get rid of rubbish by placing it inside the chutes or inside the bins provided. You should wrap any glass, wet waste or rotting waste before you get rid of it. Do not put hot ashes in bins, as they could start a fire.

Rubbish collectors will not sweep up loose rubbish, so you should make sure that you get rid of your waste using the facilities provided. Please do not throw rubbish out of windows or leave litter anywhere. Littering and dumping rubbish may result in prosecution or a fixed penalty notice fine.

Do not force large bags or items of rubbish or furniture down the rubbish chute, as they will block it. Also, do not leave rubbish bags or furniture on the landings or walkways. Please contact your estate services officer or your estate services manager, who can arrange for bulky items to be stored ready for collection.

If there is a facility on your estate for bulky rubbish, you can leave large items such as old furniture there. Your estate services officers will be able to give you details. Details of your estate services staff are on your local estate noticeboard.

If there is no facility for collecting bulky rubbish on your estate or you do not live on an estate, you can call **Haringey Accord on 020 8885 7700**. They will arrange to collect bulky rubbish, and will collect the following bulky household items free of charge.

- Fridges
- Freezers
- Washing machines
- Dishwashers
- Tumble dryers
- Oven and cookers

- Computer equipment
- TVs
- Car batteries
- Car tyres
- Gas cylinders

For other items, such as furniture, Haringey Accord will arrange to collect them but there will be a charge. Haringey residents can use this service to have up to six items at a time collected.

Recycling in flats and estates

You should use the recycling facilities available where you live. These include weekly doorstep recycling collections, recycling bins on your estate or your local recycling bank.

If you are not sure where the nearest recycling banks are, or would like to ask for a bank in your area, please call the Haringey Accord Call Centre on 020 8885 7700. Each bank clearly shows which material it accepts – paper, glass (colour separated) or cans.

The banks have equipment to reduce noise disturbance but please only use the sites between 7am and 9pm. We monitor the banks regularly and Haringey Accord

makes sure that sites are regularly cleared of litter.

If you have any problems with the recycling banks, please use the following contact details.

Full banks

020 8885 7700

E-mail: recycling@haringey.gov.uk

Cleanliness of site

020 8885 7700

E-mail:

callcentre@haringeyaccord.com

Graffiti

0845 073 1979

Report online at

www.haringey.gov.uk

Reuse and recycling centre

All residents can take bulky items and recycling to the reuse and recycling centres at Park View Road N17 or Hornsey High Street N8.

The centres provide facilities for recycling the following:

- White goods (such as fridges, cookers, washing machines and so on);
- Furniture;
- Electrical goods (including computer equipment and TVs);

- Paper, glass and cans;
- Cardboard;
- Garden waste;
- Scrap metal;
- Wood and timber;
- Plastic bottles;
- Domestic building rubble;
- Car and household batteries;
- Used engine oil;
- Books;
- Textiles and shoes;
- Mobile phones;
- Printer cartridges.

The site also accepts waste items that cannot be recycled, but **not** asbestos. Traders are not allowed on the site. If you use a van, you must show your Council Tax statement or a utility bill (gas, water, electricity) as proof of your address.

For opening times, please check our website at www.homesforharingey.org.

Abandoned vehicles

Please see chapter 14, 'Parking and garages'.