

If you need this or any other information from Charter Housing in your own language or a different format, please contact us. **We're always happy to help.**



it's a nice
area

taking pride in where you live

find out more

To find out more give us a call on 01633 212375
Visit our new website www.charterhousing.co.uk
Come and see us at 11 Devon Place, Newport NP20 4NP

charter guides

Charter Housing wants all of its tenants to live in pleasant surroundings, and we have a team that helps to make sure you can live in a nice area.

We'll ensure that if you live on one of our estates, the area you live in is a well-kept, attractive environment with neat lawns and hedgerows, and clean paths and courtyards.

Our service includes:

- ✓ Fortnightly visits between mid-March and mid-October, and monthly visits during the winter
- ✓ Regularly cutting the grass in your front garden and in shared open spaces, as well as trimming edges
- ✓ Regularly trimming the shrubs we've planted in your front garden and in open spaces
- ✓ Litter picking in shared areas and on paths. If we find anything like fridges or asbestos, which requires special handling, we'll tell the Neighbourhood Manager, who will organise its removal
- ✓ Regularly checking path, fences and lighting, and arranging to have them fixed if they need it
- ✓ Planting flower beds at sheltered schemes where residents want them, and maintaining them throughout the summer
- ✓ Buying and putting in hanging baskets at sheltered schemes where residents want them, and taking them down in September and October. We ask residents to make sure that the baskets are watered
- ✓ Checking with you regularly to make sure you're happy with our service
- ✓ Responding to your complaints about the service within 48 hours, and following it up using our complaints policy

Charter works with its tenants to make sure that where they live is attractive and well kept. **As such, we ask:**

- ✓ That rubbish goes out properly and on the right day (ask the Neighbourhood Manager for dates)
- ✓ That you don't leave bulky items in gardens and communal areas, and you arrange for them to be removed
- ✓ That repairs needed in communal areas are reported quickly
- ✓ That you get rid of anything that stops us from maintaining your area
- ✓ That we can get in to your front gardens so that we can work on them
- ✓ That you don't cause any nuisance in the way you use our communal areas, or damage them or your gardens
- ✓ Keep your back gardens clean and tidy
- ✓ Keep your dog under control and don't allow it to make a mess in shared areas

We charge for our service, which we collect with the weekly rent. We'll tell you once a year how much it's going to cost.

If you need further information, please see your Neighbourhood Manager, or call us on **(01633) 212375**.