



YOUR ENVIRONMENT



Your Environment

We are committed to providing great homes and excellent services and is committed to maintaining a clean and safe environment.

What is the service we are offering?

We are committed to ensuring that Castle Vale is a successful neighbourhood, having a pleasant environment, free from environmental problems such as litter or graffiti, which could affect the quality of life for everyone on the estate.

Because there are different owners of land, the responsibility for the upkeep, maintenance and response to issues could lie with a number of organisations or individuals such as us, Birmingham City Council or private owners.

This document covers our services for a range of areas such as communal gardens, hallways and landings and other areas of land such as parking spaces owned by us.

For some areas such as individual gardens, the residents (in houses and bungalows), are responsible for the upkeep and maintenance of this land.

Whilst for residents in high and low rise flats, we are responsible for corridors, landings, stairways and communal gardens – all of which require attention or maintenance. The service that is provided by us and its contractors aims to keep the neighbourhoods and communal areas associated with the homes that we own clean and safe.

Some of these services are provided to customers under a service charge which is payable to us based on where the customer lives.

If you are unsure about whether you pay a service charge, or would like more information about this, contact us at our High Street office by telephone 0121 748 8100, personal visit or by E-mail: contactus@pioneergroup.org.uk.

How the service is organised

The Estate Services Team work on the estate to ensure that Castle Vale is clean and tidy. They remove litter, rubbish and graffiti from our land and check that communal blocks are clean and safe. By working closely with others, such as Birmingham City Council, the team also assists in the response to issues that require attention on land not owned by us.

If you are unsure who owns an area of land and therefore who is responsible for it, you can check this by contacting us. We have a detailed land ownership map and can give you advice on this. Contact us by telephone, via the website or visit us at our High Street Office for further information.

Who is responsible for the areas outside your home? OUR responsibilities

As the landlord we are responsible for the following:

- The communal areas in blocks of flats, including the stairways, corridors and the communal gardens that surround the blocks
- Car parks and footpaths which form part of our accommodation and are provided for the use of our residents
- All garage sites, including the entrances and parking areas
- All alleyways that are secured by a gate, even those serving owner occupied homes

Birmingham City Council's responsibilities

The Local Authority is responsible for the following:

- All roads and footpaths, including flower beds, shrub areas and grass verges
- All parks and leisure facilities

Private companies' responsibilities

There are some areas on the estate that are owned by private companies including:

- The land surrounding Sainsbury's shopping centre and the retail park and other areas such as those around the health centre

How do you find out who is responsible for a particular area of land?

For more information about who is responsible for what in your neighbourhood, please contact us, we will check land ownership and our staff will signpost you to the land owner responsible.

Alternatively contact Birmingham City Council on 0121 303 1111 for details of their responsibilities.

How do we deliver our service?

The Estate Services Team

The Estate Services Team are responsible for inspections of the interior communal areas of our blocks of flats. Outside, they are responsible for keeping the car park and paths clean and tidy. When requested, they will also collect bulky rubbish and remove graffiti.

The service includes:

- Delivering a bulk refuse collection (for our tenants) and removing fly tipping and graffiti from our land
- Pruning shrubs on mews blocks
- Clearing alleyways and attending emergencies on our land as requested
- The removal of broken glass and fly tipping from roads and paths where Birmingham City Council cannot attend and there is a health and safety issue

Mechanical Sweeper

The sweeper is used to clear the front of mews blocks as well as 'hard-standing' areas of Castle Vale that we own.

Mobile Litter Removal

We have a mobile litter picking service that removes litter from our properties and other areas owned by us that need cleaning/litter picking. Our tenants are responsible for keeping their own gardens litter free.

Block Services

The team are responsible for visiting all our communal blocks. Whilst there, we will check for any damage or defects and report any findings to the relevant our team, remove litter and sweep paths and drying areas, remove graffiti, check smoke alarms, door entry system, check that lights are working and replace light bulbs where necessary. We will report any fly tipping (and remove it where possible) and deal with any other related issues.

Landscaping and Cleaning Contractors

We employ a landscape contractor to maintain the landscaped areas around blocks of flats. They also provide gardening services to older residents who live in bungalows who pay a service charge for this service.

Our cleaning contractors carry out cleaning of the internal, communal areas such as entrance halls, stairways and corridors to our blocks (For those who pay a service charge for this service).

How we will make sure this service is delivered

The Estate Services Team will:

- Inspect interiors and exteriors of blocks for defects and damage
- Litter pick our land around blocks, including grassed, shrub and drying areas
- Sweep and litter pick entrances and parking spaces owned by us
- Clear leaves from around our land (November to March)
- Remove graffiti
- Adjust time clocks in communal areas for communal lighting and trades-access
- Undertake minor landscaping as necessary
- Undertake minor repairs
- Remove noxious deposits and effluence
- Remove glass, needles and other dangerous items

Our Landscaping Contractor will:

On our land,

- Cut the grass between March and November, removing litter prior to cutting and remove the cuttings from the site
- Trim all grassed areas to a straight edge
- Treat all weeds

When required,

- Remove all dead weeds where possible
- Tend to all areas to prevent encroachment onto adjoining land
- Prune trees and shrubs according to species
- Remove litter from shrub areas during pruning
- Prune and lop tree below 2 metres and remove all side growth

Our Contract Cleaners will:

- Vacuum carpets and remove stains and spillages
- Damp mop vinyl floors
- Remove grime and other substances from floor surfaces
- Remove litter from site
- Spot wipe walls and ceilings, remove minor graffiti, clean surfaces and remove insect/cobweb debris
- Damp wipe doors and doorframes
- Clean Ironmongery, sills and ledges
- Clean windows and window frames
- Clean property steps and signs
- Clean, disinfect and clear bin areas of debris and spillages
- Remove insects/cobwebs from light fittings
- Clean external windows, doors, canopies and posts
- Remove noxious substances and effluence

How do you report a problem?

If the problem is clearly on our land:

- Contact the office at 11 High Street by coming into reception or by telephone or e-mail
- Report the problem to one of the Estate Services Team who work on the estate
- The problem will be monitored against the standard of service provided by our Contractors or Estate Services Team

If the problem is on Birmingham City Council land:

- Telephone the Contact Centre on **0121 303 1111**

If you are not sure who is responsible for the problem contact the High Street office and the staff there will advise you about who you should contact and if necessary, pass on any reports to the relevant department on your behalf.

Estate Inspections

Every quarter we conduct an estate-wide inspection around your neighbourhood. These inspections aim to pick up all environmental issues, these can relate to a specific property, such as an overgrown garden or repairs to the outside of a home. Alternatively, these can be more general problems around the estate such as graffiti, fly tipping or other environmental damage and may also include things that need to be reported to others such as Birmingham City Council.

At the end of each visit a schedule is drawn up and all of the items that need attention are passed to either the relevant team or reported to Birmingham City Council for action.

Improving the Service

How you can help us:

- Please report issues to us where they are our responsibility to rectify
- Please control your pets and do not allow them to foul land
- Please do not drop litter or fly tip
- Please arrange for a special collection for bulky items from Birmingham City Council or from our Estate Services Team

How we will report our service performance

We will produce a “Tenant’s Annual Report” on our performance against all of our standards.

Need more information?

For more information on anything mentioned here, contact the Customer 1st Team by Telephone on **0121 748 8100** or by E-mail: **contactus@pioneergroup.org.uk** by Fax on **0121 748 8105** or Visit or write to: **TPG, 11 High Street, Castle Vale, Birmingham B35 7PR.**