



SERVICE CHARGE

Saddler House and Farrier House

Ostlers Drive LE15 7GR

Rutland

Applies to: 1 & 2 Saddler House and 1-4 Farrier House
No. of properties: 6 of 8

Other Information:

Saddler House and Farrier House

Ostlers Drive LE15 7GR

Scheme Manager

Cleaning of internal communal floor areas.

Communal windows, window cills and internal frames of communal areas will be cleaned.

Windows and doors of the tenant's property within the communal area are not the responsibility of the Scheme Manager.

Sweep & litter pick immediately outside communal area doors.

Fly Tipping/removal of large items will incur an additional charge.

Removal of cobwebs/debris from walls, ceiling and emergency lighting where accessible.

Scheme Managers will report any faults/Health & Safety issues they notice, however NCHA encourage tenants to report directly to NCHA Property Services any faults within their own property or communal area.

The Scheme Manager will ensure that Fire Safety Checks are completed.

The Scheme Manager Hours are charged over a 52 week period. Due to annual leave sickness cover, training attendance and meetings you may not receive 52 visits.

NCHA will provide cover for long term absence to ensure Health and Safety checks are completed and to cover the cleaning of the building.

It is the tenant's responsibility to arrange for the disposal of large items, you can do this by contacting the Local Authority.

Carry out an Estate Inspection within the scheme boundary to check for any Health & Safety, maintenance or grounds maintenance concerns. The Scheme Manager will report any concerns to the relevant department.

Carry out a litter pick and any remove debris (leaves etc).

Ensure that parking bays and access paths are clear of debris.

Remove and or report any fly tipping within the estate boundary.

Landlords Electric Supply

Electricity supply to cover communal lighting and other communal services. Also for use by NCHA Scheme Managers, cleaners and DMS or contractors.

Note: Not for tenants private use.

Digital TV Aerial

Provision of communal digital TV aerial.

Provision of communal digital TV aerial and satellite dish.

Will only attend to and repair a communal TV aerial (contact NCHA Property Services to arrange repair tel 0800 0138555).

If tenants have their own satellite or cable provision, they will have to contact the appropriate service provider themselves.

Fire Safety Systems and Emergency Lighting

Fire safety systems and emergency lighting will be tested weekly or fortnightly by Scheme Managers and serviced twice a year by NCHA Property Services or their appointed contractor.

Smoke Venting systems will be serviced twice a year by NCHA Property Services or their appointed contractor.

Digital & Electric Security Systems

CCTV to various parts of the site, monitored by Estate Officers and Scheme Managers. Available to police upon request.

Where systems are faulty, please contact Property Services to arrange a repair tel: 0800 0138 555

Refuse Removal (Domestic)

NCHA leases waste paladins from the Local Council and collection is the responsibility of that Council.

Note: Bulky Waste Collection should be arranged by the tenant directly with their Local Council

Futher & Additional Information

Please treat contractors with due courtesy.

If you have any questions about service provision, please contact this office on 0800 0138 555 or Communalservices@ncha.org.uk and we will be happy to help.

Servicing of Lifts

Lifts are regularly serviced by appointed contractors on a regular periodic basis in compliance with LOLER regulations.

Door Entry System

System is regularly serviced by appointed contractors on a regular periodic basis.

All faults can be reported to Property Services.

In the event that you lose your fob or key, please contact the Communities Team. There is a charge for replacement.

APNR - Automatic Plate Number Recognition System

System is regularly serviced by appointed contractors on a regular periodic basis.

All faults can be reported to Property Services.

External Management Company

All services to communal areas are provided by an External Management Company.

Cleaning services to shared internal areas are undertaken by an External Management Company.

Window cleaning services to external window surfaces are undertaken by an External Management Company.

Fire Safety Systems are maintained and serviced by an External Management Company.

Fire Safety Systems are checked regularly by an External Management Company.

Areas of the Estate (in part or full) are maintained by an External Management Company (Grounds Maintenance).

Landlords Water Supply

This is used for the cleaning and upkeep of the common areas of the building by either Scheme Managers or Cleaning Contractors or others appointed by the Association.

Water supplies to residents properties comes from the main landlords supply and is paid for, in the first instance, by the Association. Residents will be recharged for a reasonable share that is due to their use.