

Below we have detailed what is and isn't our responsibility for your block.

***Grounds maintenance:***

A minimum of 10 grass cuts during the growing season (weather dependent).

Grass areas will be litter picked before cutting. We will not collect grass cuttings, but we will clear cuttings from path areas leading from block entrances and exits.

Throughout May you may see areas of uncut grass, this is part of the No Mow May initiative to further promote animal habits and biodiversity.

We don't strim around trees to protect trees from damage and disease and to promote biodiversity.

Meadow areas will be cut once a year.

Three horticultural visits in the summer where a combination of shrub, hedge and bed maintenance, herbicide application and hard standing clearance work will be undertaken.

One Horticultural visit in the winter where we will reduce shrubs and hedges, clear leaves and shrub beds and clear hardstanding areas.

***Cleaning maintenance:***

*Each week we will:*

Sweep, mop or Hoover communal areas including landings, stairs, lift and lobby areas.

Clear cobwebs from high reach areas and around fixtures and fittings.

Dust banisters and surfaces/ledges.

Remove litter from block and entrance areas.

Clean low level internal windows including glass panels on communal doors.

Clean door push and kick panels.

***Scan the QR code to see  
the schedules and to give  
your feedback on our  
services:***



***Deep cleaning:***

*Each year we will:*

Deep clean all flooring areas using a combination of manual and electric equipment.

Remove all removable marks (not including paint chips or scratches) from walls.

Deep clean of cobwebs and removable staining from windowsills and around communal door frames.

Deep clean of low-level communal windows and frames.

Deep clean of lift flooring and stainless-steel areas.

Deep clean of communal bin stores.

***Window cleaning:***

We will clean communal external windows with a reach and wash system **quarterly**.

***There are parts of your estate services that Accuro do not cover – if you have issues with any of these topics, please contact Watford Community Housing:***

Maintenance of trees.

External maintenance items such as fences, gates, knee railings, and internal replacements such as flooring, communal door repairs and lighting repairs.

Litter picking in areas other than communal grass that we cut.

***Your responsibility:***

Place household waste in bins provided.

No fly-tipping – contact your local authority for bulk item disposal.

Keep communal areas free from personal items both internally and externally.