



Northwards Housing

North Manchester's Council Homes

www.northwardshousing.co.uk



standards & feedback

Keeping your block clean & safe

The Mobile Cleaning Team

Available in large print, Braille and on CD

Shqip ګۆنډلی 中文 Čeština Français ګۆردی Português Soomaali ګۆردو

Keeping up standards

The Mobile Cleaning Team is committed to making sure your block is a clean, safe place to live.

What the Mobile Cleaning Team will do

Each week, the Team will visit your block and:

- brush and mop the foyer and stairs
- brush and mop chute areas and check that fire safety doors close properly and are not wedged open
- wipe doors and windows in communal areas
- brush and clean banisters
- clean and disinfect the refuse hoppers
- check service cupboards are secure and clear of rubbish.

When it's required, the team working on your block will:

- clean the inside walls
- pressure wash floors, walkways and walls (where possible)
- assist tenants to report bulky rubbish to Environment On Call
- clear the rubbish chute
- litter pick around the area outside the block.

If the team are unavailable, replacement staff will visit.

The Mobile Cleaning Team also help by . . .

- making information leaflets available
- meeting with local housing staff regularly
- promoting pride in the block and its appearance
- encouraging tenants to provide feedback on standards.

Standards are regularly checked by the Caretaking Team Leader.

For more information, call the Caretaking Services Manager on **0161 720 5802**.

Please help!

For Northwards blocks and neighbourhoods to be pleasant, safe and attractive places to live, we've all got to do our bit.

Please help out in ways like these:

- be considerate to your neighbours
- get rid of your rubbish or unwanted items properly
- don't dump things you don't want on landings, communal areas, or the foyer
- don't throw anything over your balcony
- don't use chute rooms at night as it disturbs your neighbours
- don't wedge or prop fire doors open
- help your neighbours keep the landings clean and tidy
- don't park in emergency areas or disabled spaces you're not entitled to
- don't let strangers into your block
- don't place oversized items in the chute as it may block it!
- use the recycling facilities that we provide
- let us know about issues that concern you.

Useful contacts

Northwards Housing

For repairs, rehousing, rents advice, complaints and all other housing help, call Northwards on **03000 123 123** Monday to Friday, 8am – 5.30pm

Environment OnCall

Manchester City Council provides a range of services in your neighbourhood, including:

- rubbish collection and recycling
- removing bulky household items
- dealing with fly tipping
- collecting used needles
- maintaining roads and pavements
- grounds maintenance
- street lighting and signs
- collecting unwanted vehicles.

For any of these services call **0161 954 9000** or go online at **www.manchester.gov.uk**

Pest control

The council's pest control service removes rats, mice, cockroaches, fleas, bed bugs and beetles for free.

There is usually a charge to remove other pests.

Call **0161 234 4928** or go online at **www.manchester.gov.uk**

Abandoned cars

The police deal with abandoned vehicles. Contact them on **0161 872 5050** or report an abandoned vehicle online at **www.manchester.gov.uk**

Dogs

The council's dog warden service deals with stray dogs and dog fouling. Contact them on **0161 954 9000** or online at **www.manchester.gov.uk**

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

هه گه ر بڤت خوڤشه نه رچومه ي. نه م به لڱه نامه به وه رگريت، نكابه به يوه ندي بکه به نه و ژمنه ي خواره وه. نه م به لڱه به هه ر وه ها به شپوارزي نوسراوي کوڤران، نه چيني گه زړه و ږان ته سه ر سي دي هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

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Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کریم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123