



Estate services

What do they include?

Cleaning services

Throughout the year we'll undertake these kinds of jobs to keep where you live in good shape:

- Cleaning in internal and external communal areas
- Leaf and litter collection
- Removing low-level fly tipping
- Extra cleaning as required
- General caretaking jobs, such as changing communal light bulbs
- Window cleaning of external windows
- Reporting of health and safety hazards

There could be other duties that are needed depending on where you live, and this will be managed by us.

How often our contractors visit your home to carry out this work will vary based on where you live and the type of home you live in, but if you think there's something we've missed, let us know and we can check for you.



MyHome

Save time, report online via MyHome

Don't forget that the easiest way to report repairs and manage your account with us is by using MyHome which is available 24/7, 365 days a year.

To login or signup, just head to our website or download our app.



Go to myhome.stonewater.org
or scan here

Call us on
01202 319 119



Lines are open Mon-Fri 8am-8pm
and Saturday 9am-1pm

Estate services

Schedule of work

Grounds maintenance and seasonal work

We'll also carry out these grounds maintenance jobs at these times of the year (see below for details). In the winter months we'll provide a basic service including leaf collection and general maintenance of areas.

We may need to visit outside of these time frames where more work is needed, and you may find that we attend to some tasks at different times of the year based on the season, such as pruning shrubs and plants.

Want to help us to improve your community?

Our Community Champions are a team of volunteer customers that act as our eyes and ears on the ground, letting us know about any issues where they live so that we can work together to put them right.

You can find out more about our Community Champions and how to get involved on our website.



Scan here with your mobile device or visit stonewater.org/get-involved/community-champions

