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Estate Services



Your guide to Estate Services →



Halton Housing Trust is committed to providing services that enable our customers to enjoy living in their home and surrounding area.

For our customers who live in flats our Estates Services Team aim to improve the maintenance and appearance of the communal areas, we hope this will improve the environment where you live.

The caretakers are responsible for:

- carrying out weekly checks;
- improving the environment where you live;
- tackling annoying problems such as litter and graffiti;
- encouraging customers to take an active role in caring for the environment around their home.

How is the service provided?

The team is made up of four caretakers and one caretaking supervisor. They work 9am to 5pm Monday to Thursday and 9am to 2pm on Friday.

What services do our caretakers provide?

- Cleaning and tidying internal communal areas (hallways and stairs)
- Changing light bulbs and making sure the communal areas are well maintained
- Arranging for the removal of bulky items and rubbish from communal areas
- Carrying out minor repairs
- Identifying and ordering repair work
- Contact for new customers
- Report empty or abandoned properties

Customer surveys have shown that the introduction of the service has been welcomed by customers and that it has helped improve the local environment. Our caretakers take pride in providing a friendly, approachable and responsive service.

How often is the service provided?

The team aim to provide the caretaking service weekly according to the pre-programmed schedule for each area. Speak to your Estate Services Team direct to find out more on **01928 569 607**.

How can you help?

To help the caretakers carry out their duties we ask you to:

- Keep your pets under control
- Bag any rubbish and only put it out on the day of collection
- Keep communal areas free from obstruction
- Assist in keeping the garden/yard area clean and tidy
- Report any areas of concern as soon as they arise



Timetable of Caretakers Visits

Monday	Houghton Street, Norland Street, Coronation Road, Bechers, Arden, Queens Close, Churchill Mansions and Brunswick House
Tuesday	Hale Road, Wyncroft Road, Bechers maisonettes, Companys Close, Lugdale (28–38), Charlotte Walk (1–6), Lacey Court (1–21), Lacey Street, Margaret Court, Brookdale, Lodge Road, Churchill Mansions and Brunswick House
Wednesday	Coronation & Centenary House, Lingfield & Cunningham House, Clapgate Crescent flats, Bancroft Road, Russel Court, Afton, Alt, Churchill Mansions and Brunswick House
Thursday	Grangemoor, Thorn Road, Lavender Close, Avondale Drive & Delamere Avenue, Arley Drive, Dean Street, Dean Close, Dickson Street, Queens Close, Churchill Mansions and Brunswick House
Friday	Rowan Close, The Elms, Barons Close, Sharp Street, Quarry Court, Churchill Mansions and Brunswick House

Where can I get more information

If you have any questions about the caretaking service provided by Halton Housing Trust or wish to report a problem please contact Estate Services Team on 01928 569 607 or alternatively email: estateservices@haltonhousing.org

This document can be provided in large print, audio, electronic and Braille formats.
We are also RNID Typetalk compatible.

If you require this information in another language, please ring 0151 510 5000.

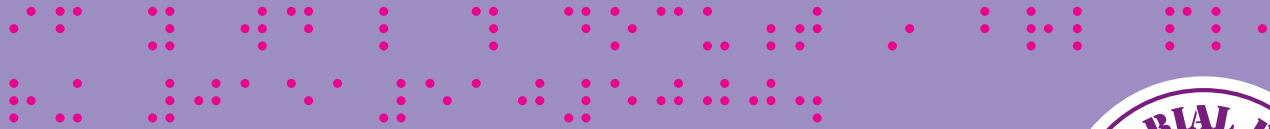
यदि आपनि এই तथ्य অন্য ভাষায় পেতে চান, তাহলে দয়া করে 0151 510 5000 নম্বরে ফোন করুন।

यह सूचना यदि आपको किसी अन्य भाषा में चाहिये तो कृपया नंबर 0151 510 5000 पर फोन करें।

یہ معلومات اگر آپ کو کسی دیگر زبان میں چاہیے تو براۓ مہربانی نمبر 0151 510 5000 پر فون کریں۔

如果你需要其他語文版本的本資訊，請致電 0151 510 5000

Jeśli chcieliby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000



How to contact us

Halton Housing Trust, Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire WA7 1UG

Telephone: 0151 510 5000 Fax: 0151 510 5100

email: info@haltonhousing.org website: www.haltonhousing.org

Company registration number: 5099862 Registered charity number: 1111346 Housing Corporation Registration: L4456

To report a repair call freephone 0800 195 3172