Your guide to...
looking after your environment

Contact us

By phone
0300 111 0000
Phone this number for any Parkway Green service or to arrange an appointment for us to visit you, 8am - 5.30pm, Monday to Friday.

By email
info@parkwaygreen.co.uk

By post
Parkway Green Housing Trust
Parkway Green House
460 Palatine Road, Northenden, M22 4DJ

In person
Visit our local offices:
Parkway Green House
460 Palatine Road, Northenden, M22 4DJ
or
137 Bowland Road,
Bolton, M23 1LE
Our offices are accessible to disabled people

www.parkwaygreen.co.uk
Your guide to...
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Keeping the green in Parkway Green!

Our area is one Manchester’s greenest; full of trees, open spaces and flourishing gardens. After all, Wythenshawe was originally a ‘garden city’. Parkway Green is determined to keep it as a green and pleasant place to live. Our dedicated Neighbourhood Officers are always out and about on the estates making sure gardens are tidy, hedges cut and rubbish gets cleared away.

We recognise that a well kept environment gives our residents a better quality of life.

How you can help

We want all Parkway Green neighbourhoods to be pleasant, safe and attractive places to live. To help us you can:

- Report repairs as quickly as possible
- Keep your garden tidy and dispose of rubbish properly
- Put your bin out on the correct day and bring it in on the same day the council empties it
- Recycle your rubbish using the recycle bins provided.

The sooner we know about problems in your neighbourhood the quicker we can help sort them out.

Please tell us as soon as something is wrong by calling 0300 111 0000 or complete the form on www.parkwaygreen.co.uk.

Service Standards

We’ll ensure that our Neighbourhood Officers, who are the eyes and ears of your estate, play a key part in ensuring your estates are well maintained.

To work closely with local tenants and residents we will:

- Carry out a walkabout with residents at least monthly on every patch to identify issues
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- Work with local tenant and community groups on clean up campaigns and other environment initiatives
- Consult tenants about proposals to improve their local neighbourhoods
- Carry out regular inspections of communal areas
- Liaise with other agencies and landowners to try to resolve issues

To get involved:

- Call us on 0300 111 0000 if you would like to join a walkabout in your area
- Visit our website www.parkwaygreen.co.uk/atyourservice/neighbourhood/walkabouts

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- Visit our website www.parkwaygreen.co.uk/
Visit your Neighbourhood Officer at one of our local surgeries. To find out more visit www.parkwaygreen.co.uk/atyourservice/surgeries

To make best use of our budget we will:
- Consult tenants on how we spend our budgets
- Manage our budgets so we get top quality work and value for money and bring the greatest benefit for our local communities.

To resolve problems quickly and effectively we will:
- Work with residents and partners to reduce crime and anti-social behaviour
- Take action against people who affect your neighbourhood. This includes people who fly-tip, who cause vandalism or graffiti and tenants who don’t look after their gardens.

To help tenants care for their homes and gardens we will:
- Visit all elderly or disabled tenants who ask for help with gardening. We will give clear information about whether we can help and, if so, how and when
- Carry out planned audits of all our trees and act on any recommendations made by qualified tree technicians
- Carry out home visits for fencing and other environment issues, giving clear information about whether we can do the work and if so when.

To deal with graffiti we will:
- Remove graffiti quickly, and if it is racist or other ‘hate’ graffiti, within 24 hours of us receiving a report.

To keep open spaces clean and attractive we will:
- Work with residents to monitor and improve grounds maintenance standards
- Work with others to make sure grass is cut and shrub beds are kept neat and tidy
- Ensure demolition sites and other open spaces are well maintained.

To keep streets clean and tidy we will:
- Respond to reports of abandoned vehicles and take action as appropriate within 1 working day
- Work closely with residents and partners to deal with problems caused by dog fouling and stray dogs.

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To manage our empty homes we will:
- Ensure all our empty homes are re-let to a new tenant as quickly as possible
- Investigate reports of abandoned properties promptly
- Keep gardens free from rubbish.

To deal with pests we will:
- Provide a service to remove pests including rats, mice, cockroaches, fleas, beetles and squirrels
- Provide additional services for removal of wasps, garden ants, woodlice and silverfish. We make a small charge for these services which you will have to pay.

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Other useful services
At Parkway Green we do all we can to make sure you live in a clean and green place and we work closely with other people to do this. Manchester City Council provides a range of services in your neighbourhood, including:
- Rubbish collection and recycling
- Removal of bulky household items
- Collecting used needles
- Maintaining roads and pavements (including street cleaning)
- Dealing with fly tipping
- Dealing with problems trees in the street or on open land
- Street signs
- Street lighting
- Removing abandoned vehicles.

For any of these services contact Manchester City Council on 0161 954 9000 or visit www.manchester.gov.uk
To report dog fouling or a stray dog call 0161 954 9000 or email contact@manchester.gov.uk.
If you want to know more about how we keep your environment clean and green, please call us on 0300 111 0000.

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