

Your tenancy your home

# Premises management

## A guide for tenants



**NORWICH**  
City Council

**Tenant**  
**approved**

If you are a tenant or leaseholder living in a tower block, or in some of the council's maisonette blocks with communal or shared areas, you may have services provided by a premises manager (caretaker).

This leaflet describes the services and lists the blocks which have a premises manager.

### Does my block of flats have a premises manager?

All sites listed at the end of this leaflet have the services of a premises manager.

At all tower block sites, a resident premises manager lives in one of the flats or in accommodation close by.

For other blocks, services are normally provided by a non-resident premises manager. A senior premises manager supervises all staff.

### Do I pay for this service?

The cost is shown as a separate service charge. Leaseholders are charged for the services through their annual service charges.

### What services are provided?

The following services apply to all blocks:

- Cleaning stairs and landings.
- Maintaining refuse disposal systems (chutes and bin rooms, for example).
- Removal of bulky items when **notified** (not trade or domestic waste).
- Removing and reporting graffiti.
- Clearing drains, gullies and paths.
- Removing litter.
- Reporting vandalism and antisocial behaviour (ASB).
- Reporting repairs to communal areas.
- Security and emergencies.

- Monitoring estate services (ie refuse collection).
- Monitoring the communal window cleaning contract.

**The following services are only provided at some blocks.**

- Cleaning lifts, public toilets and communal floors.
- Cleaning of some communal windows.

**What services are not provided by premises managers?**

- Carrying out duties, which are the responsibilities of other agencies eg social services.
- Acting as a nurse, night attendant or home care assistant.
- Administering medicines or drugs.
- Looking after your pets.
- Doing your shopping.

**What are my duties as a tenant?**

The premises manager only looks after the communal areas of the blocks. You are responsible for your own flat.

**You can help everyone living in the block by:**

- leaving communal areas clear to prevent fire hazards.
- reporting any problems which affect communal areas in the block to the premises manager or your area office.
- putting refuse in the places allocated eg down refuse chutes.
- refrain from putting large items, like carpets and cardboard boxes, down refuse chutes (ask your premises manager to dispose of them).
- not contacting a premises manager outside of duty hours except in an emergency.

**Does the premises manager have a key to my flat?**

The premises manager does not hold keys to individual flats.

In an emergency (such as a flood) council staff or contractors may have to enter an empty flat. In these cases the premises manager or a police officer will normally be present.

## What about repairs and maintenance?

### To your own flat

The council is responsible for the repair and maintenance of the outside of your flat (leaseholders are responsible for their own repairs inside the flat). You are responsible for all internal decoration and cleaning including windows.

Report any repairs to the customer contact team on 0344 980 3333.

For emergency repairs only (out of hours) call 01603 412180.

### To communal areas

During duty hours report repairs to your premises manager (mobile telephone number can be found in the foyer of your block) or phone the customer contact team.

For emergency repairs only (out of hours) call 01603 412180.

### To lifts

Report the repair immediately to your premises manager.

If unavailable telephone Otis-Line on 0800 181 363.

If a person/s is trapped in the lift, you may have to call the fire service if no other help is available.

Premises managers are not allowed to try and release people trapped in lifts.

## What do I do if I have a problem with the service I get from the premises manager?

Talk to your premises manager first. If you are still not satisfied, write to:

The senior premises manager  
168a Motum Road  
Norwich NR5 8EG  
or t: 01603 213587  
m: 07771 562083

The council has a complaints procedure for anyone who is not happy with the service they receive.

Ask for a leaflet at your local neighbourhood office.

## **Blocks of flats, which have the services of premises management**

### **Central area**

- Heathgate:  
Mobile 07769 883521
- Winchester Tower and Johnson Place:  
Mobile 07769 883526
- Suffolk Square:  
Mobile 07507 771441
- Normandie Tower and Music House Lane / Rosary Road (97-99):  
Mobile 07507 896364

### **East Norwich**

- Heartsease Towers:  
Mobile 07507 868541

### **Mile Cross**

- Mile Cross Towers, Lefroy Road (9-103 odds) and Bowers Avenue (50-80 evens):  
Mobile 07507 896191

## **When are the premises managers on duty?**

Monday to Friday 8am–4.25pm

Weekends / bank holidays  
8am–10am

### **Further information**

**For further information please contact the customer contact team:**

t: 0344 980 3333

e: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

visit: City Hall  
Norwich  
NR2 1NH

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t: 0344 980 3333

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