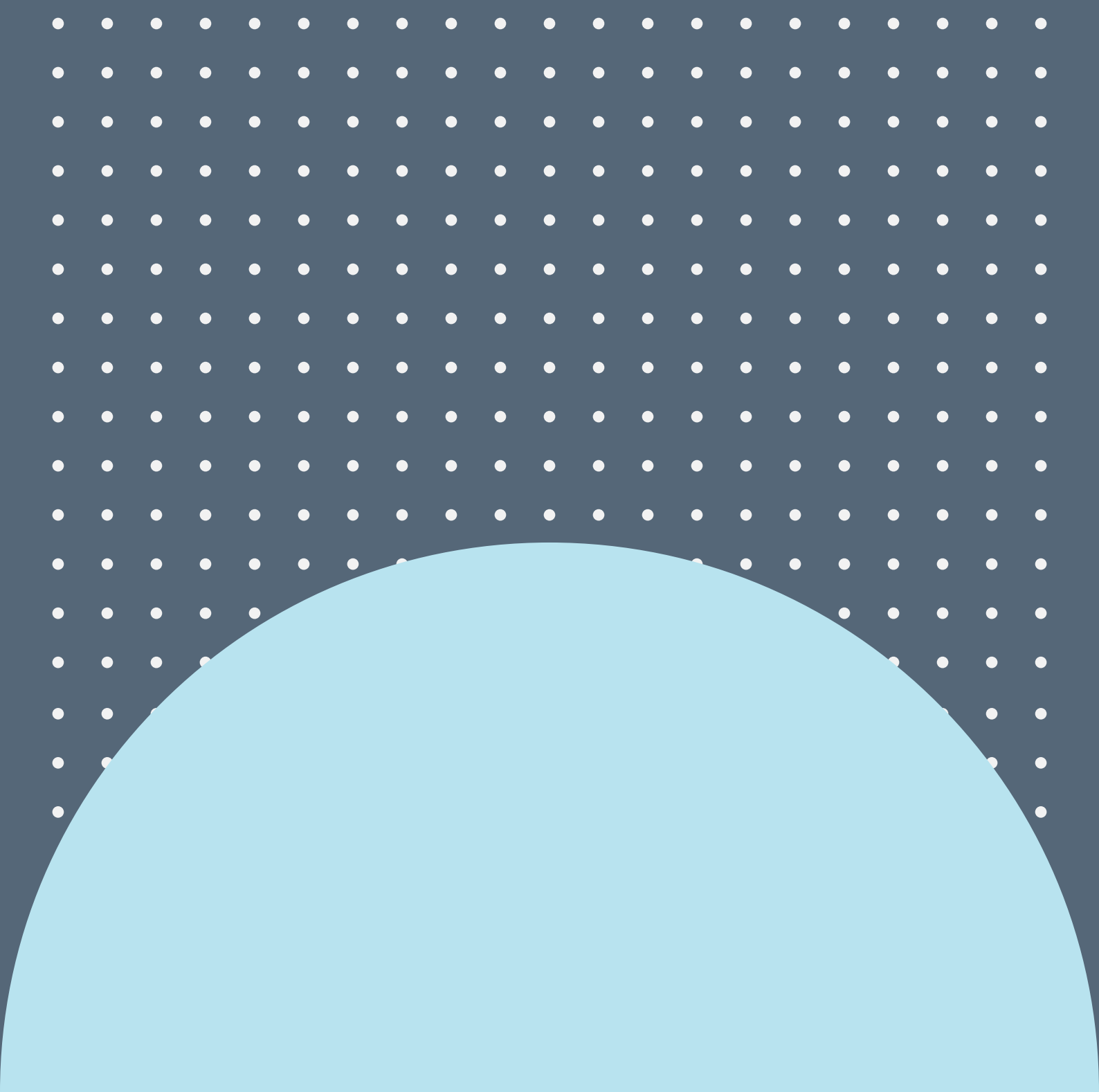


Newsletter



We're excited to bring you the very first edition of our newsletter. In this issue, you'll find helpful seasonal tips, important site updates, and answers to some of the most frequently asked questions we've received in 2025.

We'd love to hear from you! If you have feedback or ideas for future editions, please email us at info@block-buddy.co.uk.

Need to speak to the team? We're here Monday to Friday, 9am–5pm on 0113 831 3235



Gardening works

We'll visit your garden regularly to keep it looking great. This will be twice a month from March to September, when growth is at its busiest, and once a month from October to February, for year-round care.



Cleaner visits

Communal areas are cleaned every fortnight to keep them fresh and welcoming. To help us maintain these spaces, please ensure they are kept clear of any personal items including riser and meter cupboards so our team can carry out the cleans effectively.



Recycling larger items

Wealden District Council is here to help you keep our community clean and green. From recycling larger household items to checking your bin collection days, everything you need is just a click away at wealden.gov.uk.

Together, we can make recycling simple and keep Wealden a wonderful place to live.



Recycling tips

Recycling properly helps protect the environment. Rinse items, recycle only accepted materials, and avoid placing non-recyclables in recycling bins.

Reduce waste by reusing items, composting food where possible, and disposing of batteries and electronics responsibly.

wealden.gov.uk/recycling-and-waste/

Frequently Asked Questions

Can I store items in the communal corridors / risers?

To keep everyone safe, communal corridors and risers must remain clear of all items at all times. Storing belongings such as footwear, welcome mats or rubbish bags outside apartment doors creates a fire risk and could invalidate the building's insurance. Please help us maintain a safe environment by ensuring these areas are kept clear at all times.

How often are the communal areas internally cleaned?

Communal areas are cleaned fortnightly by Choice Cleaning.

How often are the windows cleaned?

The windows are cleaned quarterly, using a pole from ground level. (Note: this does not include Juliet balcony windows, which are unfortunately not able to be cleaned.)

Do you manage the wider estate?

No. Block Buddy are the managing agents only for the communal areas and the outside grounds around the block. All other areas are managed by First Port.

Contact First Port via
help@firstport.co.uk
0333 321 4080

Who is responsible for individual apartment front doors?

You are responsible for your apartment front door. Please make sure your door complies with current legislation and any guidance we provide. Non-compliance could invalidate building insurance.

Are block buddy responsible for items inside my flat?

Block Buddy are not responsible for items inside individual flats. Their role covers the communal areas and building-related matters, such as the roof and shared spaces.

Have Your Say

We'd love to hear from you! If you have feedback or ideas for future editions, get in touch.

info@block-buddy.co.uk
0113 831 3235

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9am–5pm

PPHA.

Get in touch

Get in touch to speak to a member of the team via email and we'll be happy to help you

info@ppha.uk

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9am–5pm

Customer Voice Panel

We are setting up online Customer Voice (Scrutiny) Panels to hear your views on our services and how we can improve them.

Panels will run at different times to suit our customers.

If you would like to join our Customer Voice Group or find out more please visit:

ppha.uk
info@ppha.uk

From all the team at PPHA & Block Buddy, we wish you and your loved ones all the best for the New Year.

We look forward to continue to provide an exceptional service to all of our customers.