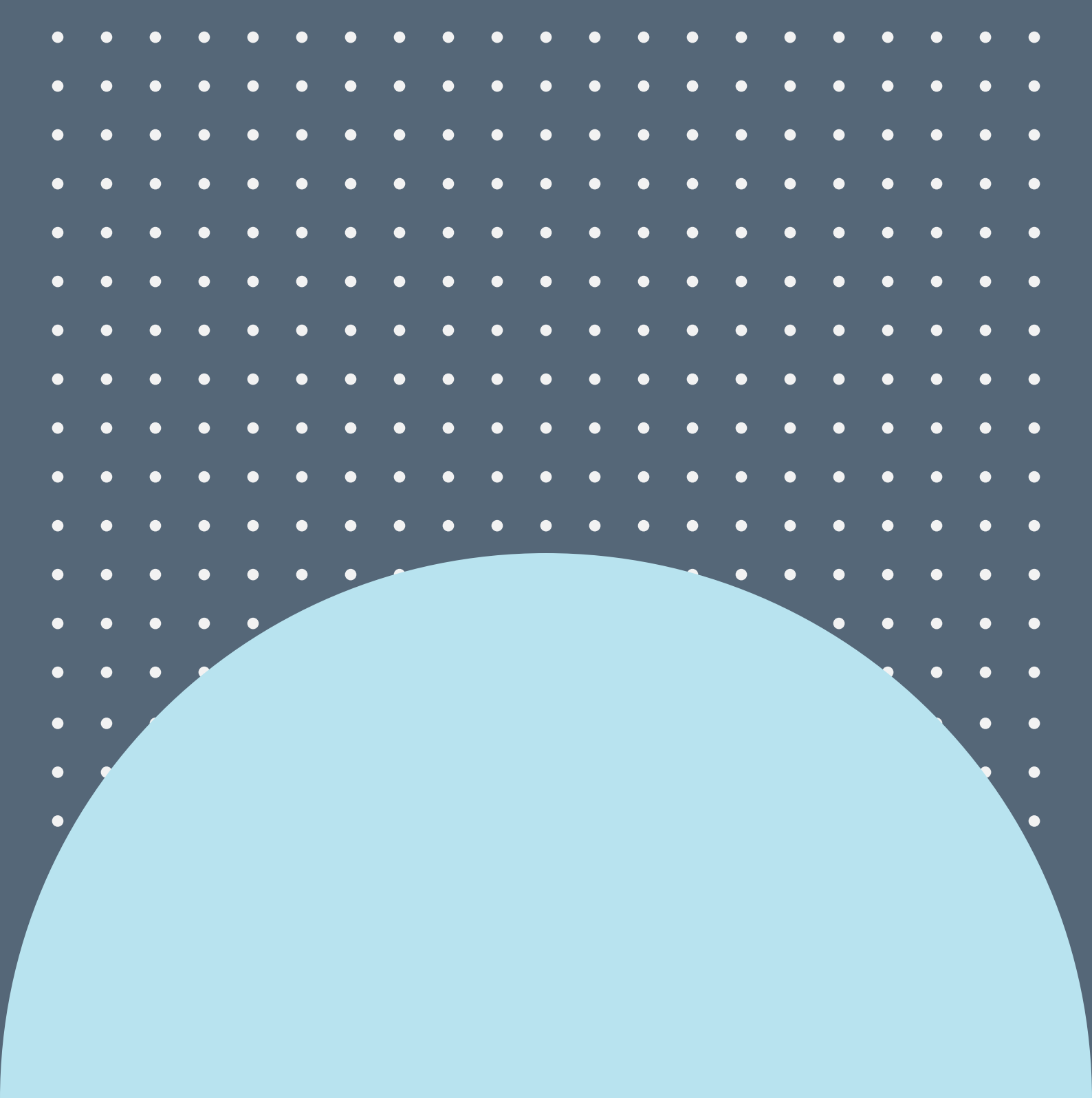


# Newsletter



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](mailto:info@block-buddy.co.uk).

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



### Grounds Maintenance

We'll visit the communal 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.



### Cleaning Update

We would like to sincerely apologise to all residents for the recent missed cleaning visits in the communal areas. Please be assured that we are actively monitoring this and will continue to keep a close eye on cleaning schedules, along with the other services we provide, to ensure standards are maintained.



### 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.

[northnorthants.gov.uk/bins/what-happens-recycling-and-waste](https://northnorthants.gov.uk/bins/what-happens-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.

### Who is responsible for individual apartment front doors?

The apartment leaseholder is responsible for their own front door. Please ensure your door complies with current legislation and follow any guidance provided by us. Failure to do so could invalidate relevant building insurances.

### How often are the windows cleaned?

Our windows are cleaned quarterly using a pole system from ground level, ensuring a safe and thorough finish. Please note that Juliet balcony windows cannot be cleaned as part of this service.

### Can I keep a pet in the apartment?

Pets are not permitted in apartments or on balconies without formal permission. This also applies to visiting pets, regardless of how long they stay. We've received complaints in the past and have acted accordingly, so please ensure you request permission from [info@block-buddy.co.uk](mailto:info@block-buddy.co.uk) prior to having any pets.

#### 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](mailto: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](mailto:info@ppha.uk)

We're here Monday to Friday,  
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:

[www.ppha.uk](http://www.ppha.uk)  
[info@ppha.uk](mailto: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.