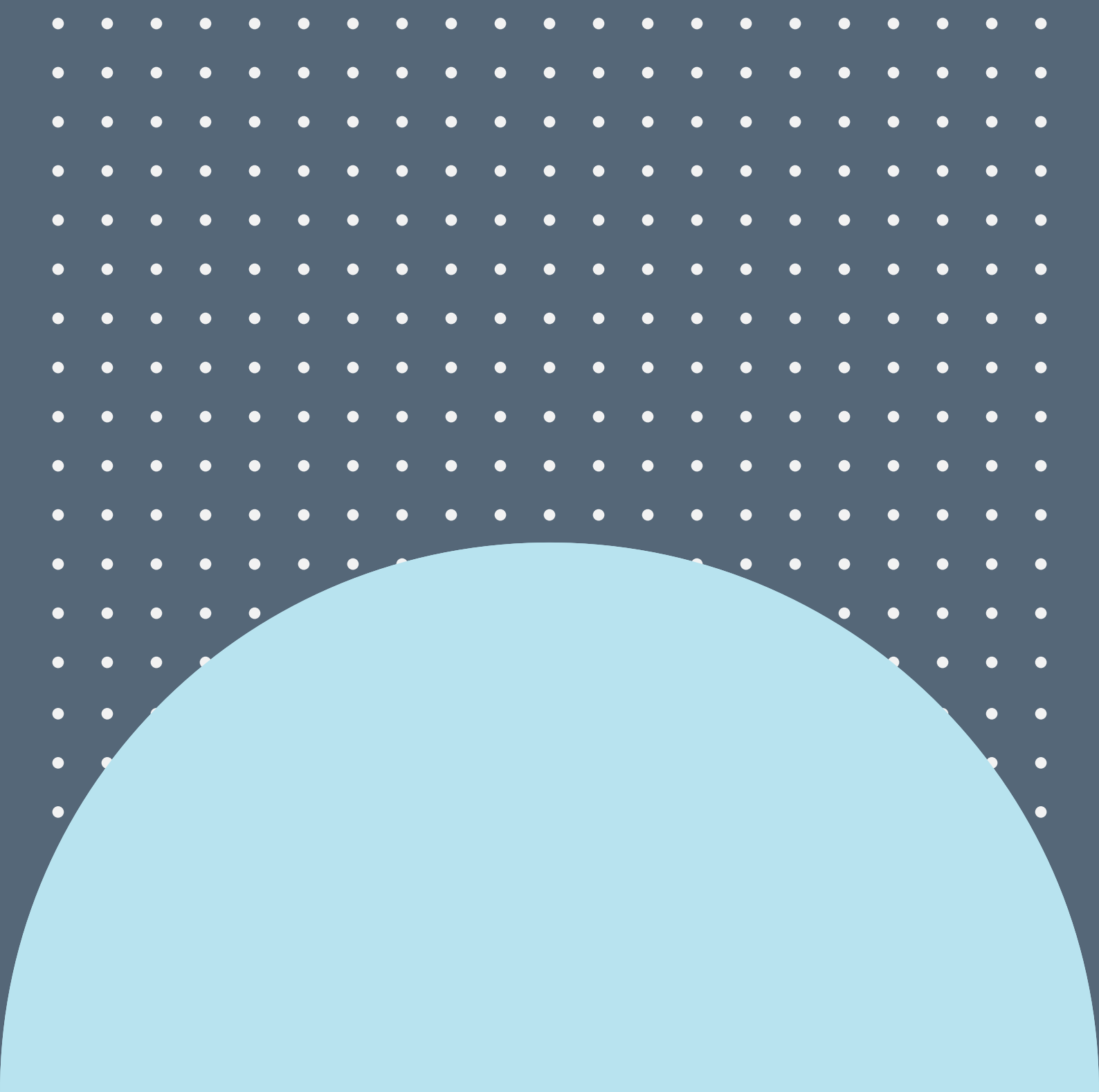


# Newsletter



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.



### Block cleaning

The communal areas at Hyson House receive a regular clean every couple of weeks, helping to keep shared spaces fresh and welcoming. Looking ahead, we'll also arrange a carpet clean when needed and at a suitable time of year to ensure the building remains in great condition.



### Signage ideas - have your say

On 12 November, we emailed all leaseholders to gather views on the proposed placement of Private Car Parking signs and block signage. We'd love to hear your thoughts, please email us with your feedback. Once we've reviewed all suggestions, we'll share an update with everyone soon.



### 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 [chesterfield.gov.uk/bins-and-recycling/what-can-be-recycled-and-where](https://chesterfield.gov.uk/bins-and-recycling/what-can-be-recycled-and-where).

Together, we can make recycling simple and keep Hyson House 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.

## Frequently Asked Questions

### How often are the grounds outside & around the block maintained?

The outside grounds, once fully completed, will be handed over to another managing agent to maintain as part of the wider estate charges. We are continuing to chase for updates on this, but at present there is no further news to share.

Earlier this year, a contractor carried out an interim tidy-up of the pathway around Hyson House, including weeding, to help keep the area neat and presentable.

### Can I store items in the communal corridors / riser (meter) cupboards?

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.

### 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 insurance.

#### 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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#### 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.