

INFORMATION FOR RESIDENTS

5. Looking after your neighbourhood

This booklet is about the services we provide when looking after your neighbourhood. It also includes information about parking, graffiti, pets, play areas, TV aerials and satellite dishes, and getting rid of bulky items.

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Cleaning and gardening

We will provide specialist contractors to clean and maintain the shared areas in and around the building where you live. Not all properties will have cleaners and gardeners so, where this is the case, we expect residents to co-operate in cleaning the shared areas regularly. We ask all residents to keep shared areas clean and tidy. We also ask that you do not store items in the shared areas, such as bikes or prams. This is because it is important that these areas are kept clear because they may be used as an escape route in case of a fire, and if you leave items in these areas they could help a fire to spread and block the exits.

If you have your own garden, it is important that you keep it tidy and under control.

You pay for the cost of the cleaning and gardening services through your service charges. Your housing services officer will inspect the area regularly to make sure that the cleaning and gardening is up to standard. They will monitor the contractor's performance by filling in an inspection sheet. If you have any complaints about the performance of the contractors, please contact your housing services officer. If you or we think that we should change the contractor due to their poor performance, we will take the necessary steps to get the opinions of all residents before we make any change. (We will meet our legal responsibility to consult leaseholders if it's necessary. For more details about how and when we carry out consultation, please go to section 8 'Get involved').

We have a set of standards that we expect our contractors to meet and we review these standards every three years.

If you would like to get involved in monitoring our contractors, please contact our contracts and compliance manager or your housing services officer.

Parking control

We have a parking control policy to manage the clamping contractors who work on some of our schemes. We will introduce parking control, after discussions with residents, where we believe it is needed. The method of parking control will vary between schemes, for example the hours of parking control may vary on different days. Your housing services officer will issue parking permits each year. We will ask to see your car registration details and MOT certificate to confirm that you are the registered keeper of the vehicle and that it is in a roadworthy condition. We may charge you an administrative fee to issue the permit. Please contact your housing services officer for details of the charges. We also issue visitors' permits, if the scheme has enough parking spaces, although these permits usually last for up to a week at a time.

As soon as we are told about any abandoned vehicles on our schemes or estates, we will contact the DVLA to confirm who the registered keeper is. We will then write to the owner and put a notice on the vehicle before removing it if necessary.

Graffiti

Graffiti is a costly and unsightly form of anti-social behaviour and we take it very seriously.

If you see any graffiti on or near your home, you should call our contact centre on **020 8451 8000** to report it. We will ask you for the following details.

- Where the graffiti is.
- The size of the area affected and the type of surface it's on (for example, brick or wood).
- A description of the graffiti, including the colours used.

If you know who is causing the graffiti, you should tell your housing services officer using the contact details in the front of this handbook so that they can investigate it further. You should also contact the police as graffiti is classified as criminal damage.

We will remove racist, homophobic, sexist or any other offensive graffiti within 24 hours. Our target for removing non-offensive graffiti is within 14 days.

Getting rid of large or bulky items

Occasionally, you may have large or bulky items that the binmen will not take away. You should contact your local authority's environment department to arrange a special collection – some local authorities will do this for free. You should not leave bulky items on the estate as we will have to arrange collection for them and pass on the cost to you through your service charge.

Pest control

We will treat outbreaks of pests such as mice or rats in shared areas. We will pass on the cost of any treatment to you through your service charge. If you have pests in your home, you should contact your local authority's environment department as they will be able to give you advice about how to deal with the problem. We will not provide any treatment within your home.

Keeping a pet

Your lease may allow you to keep a pet. You must ask us for our permission in writing if you want to keep any pets. We will normally only give you permission if you have access to a private garden.

It is your responsibility to make sure that you care for your pets and keep them under proper control. If your pet constantly causes a nuisance, we will withdraw our permission and ask you to find another home for it.

Not all of our properties are suitable for cats and dogs. Your lease may say that you cannot keep any pets.

TV aerials and satellite dishes

We provide a shared TV aerial on most blocks. We will maintain this aerial and include any costs in your service charges. If you want to fit your own aerial, you must get our permission first.

You are not allowed to fix a satellite dish to the outside of your home unless you have permission from our surveyor and the local authority's planning department. Please contact us to arrange an appointment with a surveyor. We will charge you for the surveyor's fee. You can call the maintenance contact centre on **020 8451 8000** to check what the fees are.

Play areas

We maintain play areas and include any costs in your service charges. If you live on an estate that has a play area, you will have to pay your share of the charges whether you use the play area or not. We will keep the play areas as safe as possible through regular checks and inspections, but you are responsible for your children's behaviour and their safety while they are using the play areas.

Translations

This document gives information about estate services. If you need any part of this information in large print, Braille on audio-tape or explained in your own language please contact us on the number below.

English

Dokumentigan wuxuu ku saabsan yahay caawimada guriga. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre serviços imobiliários. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

تمتلك هذه الوثيقة بالمعلومات اللازمة عن الخدمات العقارية. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি ভূমিগত পরিষেবা সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur les services dans la cité. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ સ્થાવર-જંગમ મિલકતની સેવાઓ વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ઊંઠલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona información sobre servicios inmobiliarios. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone: 020 8451 8000

