

Easy Read: Housing Neighbourhood Management Policy

What this policy is about

- This policy explains how the Housing Landlord Service looks after estates and shared areas to help keep neighbourhoods clean, safe and pleasant.

Our main goals

- - Keep communal areas clean, safe and well maintained.
- - Respond to problems properly.
- - Work with residents, contractors and other council teams.
- - Encourage residents to get involved.

Where this policy applies

- - All shared indoor and outdoor areas managed by the Housing service.
- - All tenants, leaseholders and neighbours of these areas.
- - All housing staff.

Cleaning

- - Communal areas are cleaned by contractors.
- - Cleaning varies depending on the needs of each block or estate.
- - Residents must dispose of rubbish properly.

Gardening and grounds maintenance

- - Grass, bushes and shared gardens are maintained.
- - Work is done by the council's Grounds Maintenance Team.
- - Residents can suggest small improvements.

Trees

- - Trees in communal areas are checked and maintained.
- - Trees are only removed for safety or building damage.
- - Trees in private gardens are tenants' responsibility.

Snow and ice

- - The Housing service cannot guarantee snow or ice clearance.
- - Kent County Council manages public roads and pavements.

Inspections

- - Estates inspected at least twice a year.
- - Blocks inspected at least four times a year.
- - Independent Living schemes inspected weekly.

Parking and vehicles

- - Parking is for residents, staff and contractors.
- - Spaces are not allocated unless marked.
- - Vehicles must be taxed and roadworthy.

Garage sites

- - Garages are available to rent.
- - Sites receive at least one grounds maintenance visit per year.

Items in communal areas

- - Zero tolerance approach due to fire safety.
- - Items may be removed and charges may apply.
- - External areas need written permission for use.

Mobility scooters and small electric vehicles

- - Cannot be stored or charged within communal areas, or within 6 metres of blocks.
- - Some Independent Living schemes have storage facilities.

CCTV

- - Residents must follow guidance when using CCTV.
- - Cameras cannot usually be attached to block walls.
- - Council controlled CCTV is used for safety and ASB prevention.

Graffiti and vandalism

- - Graffiti removed within five working days (sooner if offensive).
- - Vandalism repaired according to repair timescales.

Communal bins and refuse

- - Bin areas cleaned weekly; bins jet washed yearly.
- - Fly-tip dealt with quickly.
- - Residents encouraged to recycle.

Bulky waste and fly-tipping

- - The council does not collect bulky waste.
- - Fly-tip removed quickly.
- - Costs charged to the person responsible, if known.

Improvements

- - Residents can suggest small improvements.
- - A small annual budget is available.

Anti-social behaviour

- - ASB handled under a separate policy.

- - Council works with Police and other services.

Information for residents

- - Information shared through noticeboards, newsletters, website and forums.

Protecting the environment

- - Contractors must follow environmental standards.
- - Service promotes recycling and tree planting.