

Information Sheet 3: Management of you block

- **Shared areas and services**

Please do not leave pushchairs, bicycles or other bulky items in hallways or under the stairs. These areas should be kept clear at all times as they may be fire escape routes.

- **Gardens**

If your flat has a garden included with it then you are responsible for ensuring that the garden is in a good and tidy condition.

Gardens should be:

- Free from litter and other household rubbish
- Reasonably tidy
- Not overgrown

Hedges which are the responsibility of leaseholders should be regularly trimmed and should not extend past their boundaries.

If there are communal gardens then Herefordshire Housing will maintain these and you will be charged a proportion through the Service Charge.

- **Satellite dishes** – Before installing a satellite dish you must obtain written permission from Herefordshire Housing. Satellite dishes on flats may also be subject to planning consent. You will be responsible for making and paying for the application to the Council planning department if this is required.
- **Car parking** – if your purchase includes an allocated parking space this will be included in your lease. Where there is a communal car park all residents have the right to park a private motor car within the designated parking area only. You should not use the car park for commercial vehicles, caravans or trailers.
- **Garages** – garages are available to rent from HHL. A garage application can be made and a waiting list is maintained. There is a weekly charge for this. For further information contact 01432 384070.
- **Refuse** – the Council is responsible for removing household rubbish. Rubbish can however cause problems if not dealt with responsibly. Rubbish left in communal areas is unsightly and dangerous, creating health and safety problems. If rubbish is dumped, we may recharge you for its removal.
- **Pests** – it is the leaseholders responsibility for arranging any pest control.
- **Insurance** – we insure the buildings but leaseholders need to have their own contents insurance. Further details about the buildings insurance are given in this handbook.

Can I keep pets at the property?

Herefordshire Housing will let you keep one dog and one cat, caged birds and small caged animals in your property as long as you:

- (1) keep any pet, animal or bird under control
- (2) not allow the pet, animal or bird to cause a nuisance or be a potential danger to others
- (3) not allow the pet, animal or bird to cause damage to your home, communal areas or other areas or property owned by us
- (4) not permit your pet, animal or bird to foul the communal areas or public places
- (5) make sure that the pet, animal or bird can be suitably kept in your flat or maisonette
- (6) keep the pet, animal or bird in accordance with the Law

Our permission will be withdrawn where nuisance is caused to your neighbours and/or their lawful visitors.

Dogs required for special purposes such as guide dogs for those with sight impairment or dogs for those with hearing impairment may be kept with our knowledge and permission.

Estate Inspections

Housing Officers carry out regular inspections on our estates. Over the coming months, we are hoping to consult with residents across all our estates to develop their own estate inspection checklist. It will be these things that are checked and inspected at regular intervals. Matters arising from the estate inspection will be placed in to an action plan which will track the progress and who is responsible for that action. Some things can be resolved quickly, for example minor repairs, however some may take longer to deal with, for example, provision of additional lighting. The action plan will ensure that nothing is missed and residents can track progress. The checklist will also highlight if there is a persistent problem, for example with litter, and this will enable us to try and direct our resources to where they are need most, or work with other agencies, for example, Herefordshire Council, to provide additional litter bins. Leaseholders are welcome to be involved in these inspections to help improve the area that they live in.

Anti-Social Behaviour / Noise

Obligations of Tenants and Occupants of HHL Leasehold Properties

As a leaseholder, you are responsible for abiding by the terms of your lease and must not cause nuisance of annoyance to your neighbours, visitors, or anyone conducting lawful activity in the vicinity of your home. You are also

responsible for ensuring that any occupants of sub-let leasehold properties also abide by these conditions.

DEFINITIONS

We define nuisance as any behaviour that unreasonably interferes with complainant's rights to use and enjoy their home and community.

The Crime and Disorder Act 1998 defines anti-social behaviour as:

'Acting in a manner that caused, or is likely to cause harassment, alarm or distress to one or more persons not of the same household'

Anti-social behaviour is defined in the Anti-Social Behaviour Act 2003 as conduct which:

- § *is capable of causing nuisance or annoyance to any person; and*
- § *directly or indirectly relates to, or affects the housing management function of a relevant landlord; or*
- § *consists of, or involves using or threatening to use housing accommodation owned or managed by a relevant landlord for any unlawful purposes*

This behaviour may include, but is not limited to:

- § Any drug related offences from a property or within the locality.
- § Violence or threats of violence.
- § Damage to property, including graffiti and vandalism.
- § Harassment and Hate Incidents.
- § Verbal abuse.
- § Noise nuisance.
- § Littering, fly-tipping rubbish dumping and misuse of communal areas.
- § Nuisance from vehicles.
- § Nuisance from animals.

Individual perceptions of anti-social behaviour can include a wide variety of activities. The following are examples of the types of every day living noise that would not, under normal circumstances, be considered to constitute anti-social behaviour and will not, therefore, be investigated under the terms of this policy.

- § Mowing of lawns.
- § Vacuuming or noise from domestic appliances, such as washing machines.
- § Children playing.
- § Walking across a wooden floor.

What you can expect from us:

If you report an incident of anti-social behaviour to us we will:

- Agree an action plan with you
- Keep in regular contact
- Support you during the process
- Give evidence on your behalf where appropriate
- Work with other Agencies to tackle the problem
- Use the tools available to us to try and stop the nuisance
- If you tell us the problem has stopped we will discuss this with you and agree to close the case

Complainants Responsibilities

We have the following expectations of complainants in working with us to help resolve the anti-social behaviour they have reported to us:

- § To respond to our telephone calls and/or letters without undue delay.
- § To be available for agreed pre-arranged meetings or home visits.
- § To provide and/or collect information about the nuisance so that we can take appropriate action.

There are many options available to us to tackle anti social behaviour details of which are listed below:

	Type of ASB	Response times	Potential Remedies
ASB Officers	Physical violence Hate related incidents Domestic abuse Harassment, threatening behaviour Vandalism Prostitution/kerb crawling Serious noise nuisance Drugs, substance misuse, drug dealing Criminal behaviour	1 st contact within 1 working day Follow up contact within 1 working week Weekly updates thereafter	i. Warning letters ii. ABC iii. ASBO iv. Parenting Contracts or Orders v. Injunction vi. Section 21 Notice vii. Demotion of Tenancy viii. Notice of Seeking Possession ix. Possession x. Liaison with other agencies for possible remedies not available to RSLs e.g. Police, Youth Offending Teams, Local Authority – Environmental Health, Education Department etc.
	Type of ASB	Response times	Potential Remedies
Housing Officers	Everyday domestic noise Low level noise nuisance Garden nuisance Low level neighbour disputes Verbal abuse Damage to property Misuse of communal areas/public spaces Pets & animal nuisance Nuisance from vehicles Litter/rubbish/fly tipping Alcohol related	1 st contact within 3 working days	i. Negotiation ii. Warning letters iii. Mediation iv. Liaison with specialist support providers where there may be underlying vulnerabilities contributing to the ASB v. ABC Where cases have escalated or more serious cases: vi. Injunction vii. Section 21 Notice viii. Demotion of Tenancy ix. Notice of Seeking Possession x. Possession xi. Liaison with other agencies for possible remedies not available to RSLs e.g. Police, Youth Offending Teams, Local Authority - Environmental Health, Education Department etc.