



Neighbourly Behaviour

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What makes a good neighbourhood?

Everyone has a part to play in creating good neighbourhoods. We want to work with our residents to improve their local environment and help create strong communities. We have a programme of investment to improve our estates. Recently this has concentrated on giving old courtyards a facelift to make them pleasant places to live. If you have any ideas to improve your neighbourhood please call us on 0800 876 6060 to discuss your ideas.



What can I do to improve my neighbourhood?

By being considerate and not disposing of rubbish carelessly and cleaning up any mess you make, everyone can play a part in keeping their neighbourhood looking good. Here are a few tips:

Household rubbish

- Please make sure that your household rubbish is properly bagged and binned, if it is not it will attract vermin hunting for food;
- Please pick up your litter and don't fly tip, or leave unwanted household goods lying in your garden or in communal areas;
- Please put children's toys away after use. If they are left on grassed areas or footpaths these could be a trip hazard and they also spoil the look of the area;
- If you bring a supermarket shopping trolley home please remember to take it back;
- Let us know if rubbish is dumped in your area.

How we can help you get rid of unwanted items?

We offer a take-away service for large items which cannot be put in your household bin. There is a fee of £5 for this service. Please call 0800 876 6060 for more details.

We can take away: cookers, beds, tables, chairs, sofas, wardrobes, armchairs, dishwashers and carpets.

We are unable to collect: DIY material, rubble, soil, garden waste, doors, bathroom suites, cars, pianos, glass topped tables, fridge/freezers or mirrors.

Call us on 0800 876 6060 for more details.

Cleaning

In some of our flats residents are responsible for keeping communal areas clean. Why not get together with your neighbours and organise a rota, then everybody plays a part in keeping the area clean. If the areas are cleaned by us, residents are charged as part of their service charge.

Car parts

Please ensure any car parts you have are stored in garages. These should not be left in communal areas or in car parks. They can be dangerous and are an eyesore. Remember car batteries contain acid and lead which are both dangerous for children and pets.

Cars

Please park with consideration for your neighbours and for pedestrians. Vans, caravans, boats and other large vehicles must not be parked on neighbourhood roads, garage areas, grassed or hard surfaced areas. If you wish to park a large vehicle in your garden, please contact your Area Housing Officer for permission.

Generally all vehicles parked on Association land have to be of a roadworthy condition and must display a valid excise licence. Vehicles that do not comply with this are illegally parked, and the owners may be asked to remove them. Cars abandoned and without road tax on our estates will be removed and the owners will be recharged for this service.

There is a balance between normal car servicing and major repairs. Major repairs can be an annoyance to neighbours and residents are not allowed to carry these out on Association land.

Please make sure that you do not leave oil or discarded car parts in the communal areas. Please dispose of car batteries properly.

Pets

Residents need to keep all pets under control to avoid causing a nuisance to neighbours. Dogs should not be allowed to jump over neighbouring fences. Owners are responsible for clearing-up after dogs. Local council environmental health officers and Dog Wardens should be contacted where animals are causing excessive noise or nuisance.

Reward scheme for good residents

GIFT – our Grand Incentive for Tenants – was launched as a reward for good residents who keep to all the conditions of their tenancy agreement.



Each month four residents win £250 in our GIFT scheme. If you are one of the winners we will contact you to carry out a property check before you can claim your prize. Any rent arrears, incidents of anti-social behaviour, abandoned cars, missed maintenance appointments or not allowing access to your property for gas checks will disqualify you from winning.

All residents are automatically entered into the draw and four tenancy numbers are randomly selected each month. From the order in which they were drawn, the first four tenancy numbers to pass the internal checks, stated above, are declared the winners.