

# Neighbourhood Management





**At Erimus Housing, we want to ensure you and others have a clean, safe and attractive environment to live in.**

**We also want to ensure we look after the estates and let you know how you can help us give you the best quality of life possible.**

## **What are my responsibilities as a tenant?**

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When you sign up to your tenancy, we will give you a tenancy agreement and handbook. These documents explain our responsibilities to you as well as your responsibilities as a tenant in relation to your home, estate and neighbourhood. If you need any more information, your estate officer will be happy to help.

## **GARDENS**

### **Who looks after the garden?**

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While you are responsible for keeping your garden tidy, including hedges and trees, please let us know if a tree or hedge is causing a danger of affecting the structure of a house. If you are elderly or disabled and have nobody to assist you with your garden, please contact us or visit your local office as we may be able to help you.

## **I live in a property with a shared garden. Who is responsible for it?**

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Keeping the area clean and tidy is the responsibility of all the residents sharing the garden but we look after the shared planted areas in your neighbourhood.

## **Can I put up a shed or other outbuilding in my garden?**

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You can put up a shed or outbuilding, as long as you have our written permission.

## **COMMUNAL AREAS**

### **Who looks after communal areas?**

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We may provide some cleaning services in certain locations but keeping communal areas like stairs and landings in flats or shared driveways between houses clean and tidy is the responsibility of everyone who shares the facility. If we clean your communal areas, we may charge a service charge. Please contact us if you are unsure.

## **PARKING**

### **Where can I park my car?**

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You can park on the road, your drive or in your garden if it has a properly built hard standing. Please don't park on grass verges or gardens and make sure your visitors park responsibly as damage to verges can detract from the look of an estate.

### **Can I build a drive or hard standing?**

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You can build a drive or hard standing as long as you have our written permission. You must also get written permission before knocking down any boundary walls.

However, you must also get permission for a pavement crossing and this can only be granted by your local council. The council will give you an estimate for the cost when you apply for permission.

## **Can I rent a garage from you?**

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Yes, you can rent a garage from us if there is one available in the area. If there are no spare garages, we can put your name on a register. Renting a garage means you will be asked to sign a separate tenancy agreement.

## **Can I service my vehicle in the street?**

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As long as it is not for profit and it is to your own vehicle or to a vehicle belonging to someone living with you, then we do not object to you carrying out occasional minor repairs.

If you are going to carry out the occasional 'odd job' on your vehicle, please make sure that you do all the work at reasonable times of the day and that you do not cause too much noise, vibration, smell, fumes, oil spillage or dirt which may disturb your neighbours.

## **What if someone has abandoned a car?**

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If you think a car has been abandoned, please contact Erimus Housing or your local council to get it removed.



## RUBBISH DISPOSAL

### How do I get rid of rubbish?

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Your local council is responsible for the weekly collection of household refuse and it is collected on a set day each week. Please use bins where they are provided and leave it out to be collected on the appropriate day and pack your refuse in plastic bags when using communal refuse facilities.

If you have rubbish that refuse collectors cannot take, please arrange to have it removed by ringing your local council. Your estate officer will be able to give you advice on this.

### I have an old item of furniture that I no longer need. What should I do?

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Your local council runs a collection service for items that are too large for the normal collection. Simply contact the council and ask for environmental services.

### What about garden rubbish?

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Please contact your local council's environmental services to collect garden waste but please make sure it is properly bagged first.

## PETS

### My tenancy agreement says that I can only keep small domestic pets as is reasonable. What does this mean?

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If you live in a house, you can keep two cats or dogs but please do not allow your animals to cause a nuisance to your neighbours and the general public. If you want to keep any more pets, please contact us for written permission.

If you live in a property with a shared entrance and wish to keep pets, please contact your local housing office for written permission. However, dogs and cats are not allowed in properties with shared entrances.

## **Am I allowed to keep pigeons?**

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You are allowed to keep pigeons in certain circumstances. Please contact your local office, which will be able to give you more details. Please also contact us for written permission if you wish to build a pigeon loft.

## **PEST CONTROL**

### **What if I have a problem with pests?**

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If you have a problem with mice, wasps, or insects, simply contact Erimus Housing and we will provide you with advice and assistance.

## **VANDALISM and GRAFFITI**

### **How do you respond to vandalism and graffiti?**

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If you spot a problem, report it to Erimus Housing as soon as possible as we are committed to dealing quickly with problems of vandalism and graffiti. We will aim to have racist, sexist or obscene graffiti removed within 24 hours and all other graffiti removed within 48 hours. Please remember though, that to have it removed, we must be aware that it's there so please let us know.

## **SATELLITE DISHES**

### **Can I put up a satellite dish?**

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Yes, as long as you contact us for permission first. Remember that you may need to get planning permission from your local council. Contact us if you would like any advice.

## **LANDSCAPING and GRASS CUTTING**

### **Who maintains the landscape on the estate?**

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Many of our estates have communal landscaped areas which Erimus Housing or your local council maintains. Part of your rent and service charge is used to employ contractors to carry out the work to make your estate a pleasant place to live in.

### **How do you monitor the environment on estates?**

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Estate walkabouts are held every eight weeks and give you the chance to have a look around your neighbourhood with your local estate officer and show us any concerns you may have and highlight any problems. If you would like to take part, please contact your local Erimus Housing office for details.

### **How can I become involved in influencing estate management services being delivered to my neighbourhood?**

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As a customer, you can become involved in influencing decisions affecting your home and estate in a number of different ways. Please contact Erimus Housing or see our Resident Involvement Statement for more information on how you can get involved in influencing services.

## **Contacts**

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For more information, please contact your local area housing office on:

Area 1 – 01642 818306

Area 2 – 01642 224321

Area 3 – 01642 241601

Area 4 – 01642 591834

or log on to our website at [www.erimushousing.co.uk](http://www.erimushousing.co.uk)

Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, braille, large print or other formats on request.

Arabic

سوف نحاول توفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بصيغ أخرى بناءً على طلبك.

Chinese

我们将会尽力以多种形式提供本信内容，包括其他语言、盲文、大字体或所需的其他格式。

Hindi

विषय आने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में भी उपलब्ध करवाने की कोशिश करेंगे।

Punjabi

ਬੇਨਤੀ ਆਉਣ ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਹੋਰ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਵੀ ਭਿਜਵਾਉਣ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

Urdu

درخواست کرنے پر ہم اس معلومات کو دیگر زبانوں، بریل، بڑے حروف میں یا دیگر شکلوں میں دستیاب کرنے کی کوشش کریں گے۔



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business for neighbourhoods

