

Neighbourhood Management

Tendring District Council are committed to promoting the effective management of the neighbourhoods around Council homes to ensure they are safe, attractive and well-maintained places to live. These standards outline how residents and partner agencies will be involved in monitoring and planning improvements to the safety, security and appearance of our neighbourhoods.

To do this we will:

- Make it easy to report neighbourhood matters by providing a variety of methods to do so.
- Provide quality services, for residents and visitors, that keep communal and external areas in a good state of repair, clean, safe, and free from hazards.
- Remove offensive graffiti within 48 hours and all other graffiti within 28 days.
- Investigate abandoned and nuisance vehicles and take appropriate action.
- Investigate incidents of fly tipping and littering, and where we can, take appropriate action that may include tenancy enforcement, fines and recharges.
- Carry out regular inspections of communal areas to ensure they are free from obstruction, graffiti, rubbish and vandalism.
- Inspect areas where we have contracted communal cleaning that is paid for by tenants and leaseholders to ensure contract compliance and value for money.
- Remove litter from grassed areas on communal land before mowing.
- Make sure that grass is not left on the paths after mowing.
- Ensure trees, woodland and shrub beds within communal Council owned neighbourhoods are maintained through a proactive and risk-based approach.
- Provide an enhanced service at sheltered housing sites. This includes additional grass cuts and shrub bed maintenance.
- Ensure playgrounds we own are maintained as safe places for residents and children.
- Work collaboratively with other organisations and stakeholders to deter neighbourhood issues and ensure that services delivered outside of the Councils responsibility, positively contribute to maintaining neighbourhoods.
- Be committed to protecting information in line with the Data Protection and Privacy Rights guidance (published on our website).
- Report how we perform in various ways including on our website and newsletters.
- Listen to feedback and incorporate customers suggestions into our service.
- Aim to get things right first time.

OUR SERVICE STANDARD

Neighbourhood Management

We ask you to:

- Helps us keep your neighbourhood clean, tidy and safe.
- Not engage in anti-social behaviour, nuisance or annoyance to any other person.
- Ensure that homes and communal areas are kept clean, tidy, safe and not obstructed with personal belongings or other items.
- Promptly report any necessary repairs in the property or communal areas.
- Tell us when the shrub beds and grassed areas that the council are responsible for are not being maintained.
- Contact us immediately if you see a tree or shrub that looks unsafe or dangerous.
- If you have a garden as part of your tenancy or lease, we ask you to;
 - Maintain the garden including grass, trees and shrubs and keep it tidy, free of litter, waste and dog faeces.
 - Let us know immediately if there is a tree or shrub in your garden that is causing damage or you think may be dangerous or unsafe.
 - To consult us before you plant any trees.
- Report graffiti and other vandalism.
- Not keep unroadworthy vehicles or park inappropriately in a way that causes an obstruction or nuisance.
- Tell us if you are aware of any abandoned or unroadworthy vehicles in your area.
- Comply with the local arrangements for the collection of waste and to store it appropriately and securely in designated areas, until collection day.
- Use recycling facilities where you can.
- Not fly tip or drop litter and report instances of fly tipping.
- Ensure that any animals kept at the property are always under control, are not causing a nuisance and that you clear and appropriately dispose of dog faeces.
- Not hoard items, animals, or anything at the property that could cause a nuisance or health and safety risk.
- Contact us if you are not happy with the service provided.

**If you would like to get in contact with the Neighbourhood Management Team you can
do so using the following:**

Telephone: 01255 686488

Email: housingASB@tendringdc.gov.uk