

T3 Residential Limited

Neighbourhoods and Estate Management Policy

1 Introduction

- 1.1 T3 Residential Limited (“**T3 Residential**”) understands the importance of providing well maintained, well managed estates where people feel safe and choose to live and thrive.

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy is aligned with the following legislative and regulatory requirements:
- Regulator of Social Housing’s Neighbourhood and Community Standard;
 - Clean Neighbourhoods and Environment Act 2005;
 - Environmental Protection Act 1990;
 - Refuse Disposal (Amenity) Act 1978;
 - The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008;
 - The Removal, Storage and Disposal of Vehicles (Amendment) Regulations 2023;
 - Law of Torts (Interference with Goods) Act 1977;
 - Public Health Act 1936;
 - The Regulatory Reform (Fire Safety) Order 2005;
 - Occupiers Liability Act 1957 (Revised 1984);
 - Health and Safety at Work etc Act 1974;
 - Anti-Social Behaviour Act 2003;
 - Anti-Social Behaviour, Crime and Policing Act 2014;
 - Landlord and Tenant Act 1985; and
 - Equality Act 2010.

3 Scope and Objectives

- 3.1 This policy outlines our approach to the management of the communal spaces on our estates and applies to all estates where we have a responsibility for communal spaces. We recognise our responsibility to our tenants to work with partners for the safety of tenants and their household members in shared spaces.
- 3.2 Delivery of this policy aims to ensure that our tenants are satisfied with the estate services provided and appearance of their estates.
- 3.3 Where opportunities are available, we will work in partnership with local agencies and services where we can not resolve issues alone or to improve our services provided.
- 3.4 This policy applies to staff of T3 Residential, our agents and vendors and visitors of T3 Residential .
- 3.5 The policy is relevant to our social rented properties, London Living Rent and Discounted Market Rent portfolio. Costs for relevant services provided will be recovered through a service charge applied to each property.

4 Estate Inspections

- 4.1 We will apply a programme of monthly estate inspections to identify any actual or potential hazards and monitor the quality of the appearance of the estates and services provided,

including both internal and external spaces. We will monitor if our vendors are delivering high quality, value for money services. If there are problems identified with service standards or neighbourhood issues it may be necessary to increase the frequency of inspections and that will be agreed by the manager responsible for the area. This may be due to concerns about contractor performance or neighbourhood issues.

- 4.2 We will develop an inspection template to record the condition of estates and record if they are satisfactory or actions needed to deliver improvements.
- 4.3 When we have developed our tenant satisfaction processes we will incorporate the feedback with the estate inspection results to ensure we are delivering improved services and increased tenant satisfaction.
- 4.4 A schedule of the inspections will be published to tenants. We will report quarterly on the outcome of the estate inspections and publish the results for tenants. Where issues are identified on an estate with safety or contractor performance concerns, reporting frequency will be increased, in line with increased inspections, to provide stronger oversight.

5 Communal grounds maintenance

- 5.1 Where we are responsible for external communal space, we will provide a grounds maintenance service to maintain the areas. This will include grass cutting, weeding, litter picking and tidying of plant beds, pathways and car parks, some moss removal from high-risk areas and pruning of bushes. Schedule of services provided will vary according to the season and needs of the estate and will be agreed in the contract with our contractor. A summary of services provided, and frequency will be provided to tenants in accordance with the agreed landscape management and maintenance plan.
- 5.2 Vendors will be expected to report any hazards that they identify during their visits that are not within the scope of their contract to T3 Residential who will assign the work to the relevant contractor to be resolved. Where it is within the scope of the contract the issue should be resolved during the visit. If, due to the scale of the issue, there are likely to be additional charges, our contractor should seek approval from us before undertaking the work. In case of an emergency, the report should be made on the same day as the issue is identified.
- 5.3 We will manage the trees that are located in the communal grounds for which we are responsible and will appoint a suitable qualified contractor to carry out surveys and works as required.
- 5.4 Tenants are responsible for trees that are located in their private gardens. We may inspect and undertake work to these trees where there is a health and safety concern for people using the communal spaces. Work undertaken may be recharged to the tenant in whose garden the tree is located.

6 Communal cleaning

- 6.1 Where we are responsible for an internal and external communal space, we will employ a suitably qualified vendors to provide a regular cleaning service to the communal spaces to ensure they are maintained to a high standard. The scope and frequency of work to be undertaken may vary according to the scheme, it will generally include, but not limited to, the sweeping or vacuuming of floors, cleaning of internal windows, wiping down surfaces and keeping the area free of litter and graffiti. A summary of services provided, and frequency of service will be provided to tenants.
- 6.2 On some developments we may provide an external window cleaning service for apartments. Where this is provided, details will be confirmed to tenants when their tenancy commences, when the service is introduced, annually when the service charge review is communicated or

when we receive an enquiry.

- 6.3 Communal cleaning vendors will be expected to report any hazards that they identify during their visits that are not within the scope of their contract to T3 Residential who will assign the work to the relevant contractor to be resolved. Where it is within the scope of the contract the issue should be resolved during the visit. If, due to the scale of the issue, there are likely to be additional charges, our contractor should seek approval from us before undertaking the work. In case of an emergency, the report should be made on the same day as the issue is identified.
- 6.4 As part of the regular visits, our contractor will also report any repairs identified during their visit. They will also report any items left in internal communal areas, including cupboards, by tenants to ensure that our communal areas are kept clear and free of hazards. We will, then, request the item is removed if we are aware of who it belongs to or follow our TORT process to arrange the removal of the item.

7 Littering, Fly Tipping and Graffiti

- 7.1 Fly tipping and graffiti can be a blight on our estates and can have a negative impact on our tenants feeling of safety and wellbeing.
- 7.2 We will investigate all reports of fly tipping reported on our land and arrange the removal of the rubbish within a maximum of one week of being reported or on the same working day of reporting where there is a significant health and safety risk.
- 7.3 Littering will be tackled as part of the communal grounds maintenance and cleaning services. If the littering involves dangerous items for example syringes, drugs and drug paraphernalia, human or animal bodily fluids including vomit, excrement, blood and urine or other fluids that could cause a slip hazard for example oil, they will be removed on the same working day of reporting or sooner if the location significantly increases the risk. They will be removed by a qualified contractor and disposed of in line with legislative or regulatory requirements.
- 7.4 Graffiti will be removed as part of the communal grounds maintenance and cleaning services contracts. If the graffiti is offensive and/or a hate incident, we will remove the graffiti within one working day of reporting.
- 7.5 Where the fly tipping, littering or graffiti is linked to a wider issue in the community where our development is located, we will work with local partners to identify and tackle the cause.
- 7.6 Where we identify persons responsible for littering, fly tipping or graffiti we may recharge them for costs incurred in resolving the issue.

8 Bin Stores

- 8.1 All bin stores will be swept and cleaned regularly and kept free of dirt, litter and bulky rubbish.
- 8.2 The emptying of the bins will be carried out by the local authority, and this will be done in line with their responsibilities and arrangement.
- 8.3 Residents are expected to use the bin stores in line with the designated purpose and not to put bulky rubbish or hazardous waste in them, use them for storage or allow other persons who are not tenants on the scheme to use them.
- 8.4 Tenants and their household members should ensure that they cooperate with the requirements of the bin collection scheme whether it is for individual or communal bins.

9 Car Parking and Bike Stores

- 9.1 All bike stores will be swept and cleaned regularly. Tenants who use the bike stores are responsible for the security of their bike. They should only use the bike store for the storage of bikes and basic bike maintenance. They should not be used for the storage of other items and should be kept clear of rubbish.
- 9.2 Where our developments have an indoor or outdoor car park, they will be maintained in line with our grounds maintenance contract as detailed above.
- 9.3 Tenants should check the terms of their tenancy agreement for what vehicles they can park in the car parks, but generally we will not permit the parking of unroadworthy vehicles, even where a SORN has been completed, boats, camper vans, caravans, large vans. This list is not exhaustive. All vehicles must have road tax, insurance and an MOT, where it is required.
- 9.4 Tenants should not undertake vehicles maintenance in the communal car parks except for minor repairs like changing a tyre or renewing wiper blades.
- 9.5 We may employ a parking enforcement company on sites, as necessary, to protect the parking availability for tenants. Any parking restrictions or regulations will be communicated to tenants when their tenancy commence, annually and when there are identified breaches.
- 9.6 Where we suspect a vehicle may be abandoned, we will try and identify the owner and arrange to have the vehicle removed.

10 **Infestations and Vermin**

- 10.1 Where it reported that there are vermin or an infestation within a communal area for which we are responsible, we will instruct our appointed, suitably qualified contractor to resolve the issue. Infestations and vermin may be reported by staff or vendors attending on site or by tenants.
- 10.2 Tenants are responsible for resolving infestations when it is within the boundaries of their own property and where it is due to their negligence or actions or they may be recharged for costs incurred by us.

10.3 **Shared Spaces**

- 10.4 We will work cooperatively with tenants and other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces. This is defined as spaces used by tenants of our homes but in a space for which we are not responsible.
- 10.5 Where issues are reported we will contact and liaise with responsible organisations to ensure that the issues are resolved, as far as is practicably reasonable.

11 **Policy Review**

- 11.1 The board is responsible for ensuring this policy is kept up to date, implemented within the organisation and monitored and evaluated.
- 11.2 The policy will be reviewed every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.

12 **Background Documents**

- 12.1 This policy should be read in accordance with the following policy documents:
 - Anti-Social Behaviour Policy'

- Health and Safety Policy;
- Repairs and Maintenance Policy;
- Service Charge Setting Policy; and
- Complaints Policy.

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Current version	Data approved	Date for Review	Document Owner	Date change log updated
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