

Estate Management Policy

KEY POINTS



- 2** This policy sets out our approach to key issues affecting our tenants in the proper management of their homes, and the role the Council has in the wider management of the estates where Council homes are situated.

This document is a quick guide to the key points of the policy.

Property Alterations by Tenants or Leaseholders

- Tenants and leaseholders have the right to make alterations and improvements to their property
- But always have to get approval from the Council

Garden Management

- Tenant must keep their garden tidy.
- This includes keeping the garden free from rubbish, keeping grass short and ensuring that hedges are kept tidy and to a reasonable height.
- Tenants should ensure that garden fires do not cause a nuisance to neighbours nor set fire to unsuitable or hazardous materials

Routine Inspections

- The Council undertakes routine inspections of neighbourhoods, the outside of Council properties and the inside of properties.

We do that to:

- To see that the tenant(s) is living at the property
- See if there has been any change of any household members
- See that the tenant is complying with the terms and conditions of their tenancy agreement.
- Provide information and advice about services and how tenants may become involved, for example, in tenant engagement and in giving customer feedback.
- Signpost for additional support and services
- Identify any fire risk safety risks or hoarding issues.
- Check the condition of the property.



Neighbourhood Disputes

- The Council aims to sort out low level neighbourhood disputes as quickly as possible to avoid them turning into more serious anti-social behaviour.

Noise Nuisance

- We will investigate reports of noise nuisance and take action where appropriate.

Vehicles and Parking

- The Council does not provide dedicated parking spaces for all properties
- Vehicles must be parked on hard-standing, driveway, paved parking area or in a garage.
- Tenants must not park on grassed areas in or around properties managed by the Council.
- Tenants must not allow any person to live in a vehicle at their property.

Hoarding

- The Council will support tenants with hoarding disorders, helping them access available support services

Pets

- Dogs and cats need to be microchipped.
- The Council will not unreasonably withhold permission from a tenant to have a pet.
- Tenants are not permitted have any animal which the Council considers to be unsuitable, including banned dog breeds, poisonous creatures and livestock such as pigs or sheep.
- Tenants must ensure that their pets do not cause a nuisance.

Infestations and Pest Control

- The Council will deal with infestations which are likely to damage the building (for example wood worm) and provide treatments in external or communal areas to stop wider spread.
- Tenants and Leaseholders are wholly responsible for infestations and treatments within their own home.



4 Mobility Scooters

- Tenants owning a mobility scooter must obtain written permission from the Council to use it within any communal areas
- All mobility scooters stored or charged within any Council owned property should have appropriate insurance
- Storage of mobility scooters within the communal areas of buildings is not permitted.

Running a Business from Home

- Tenants wishing to run a business from their home will require permission from the Council
- Permission could be refused for example if the business would cause a nuisance to neighbours.



Health and Safety in the Home

- Tenants are responsible for the health and safety of all members of the household and visitors to their property.
- Tenants should not use portable oil, paraffin or gas cylinder heaters within the property or store these items in the property
- Tenants should not store flammable materials or gas at the property or in any communal area.
- Tenants must not block, obstruct or create any hazard within the communal areas. This includes wedging open any fire door or security door
- Tenants are responsible that all appliances within the property are properly maintained and safe to use.



Fire Safety

- The Council does safety checks for all high rise, medium rise, blocks with 6 or more residential units and sheltered housing.
- Fire safety systems and equipment will be serviced, maintained, tested and checked by the Council.
- Where applicable, a Personal Emergency Evacuation Plan will be created for any vulnerable tenant that takes account of their ability to evacuate.
- The Council has a Stay Put procedure agreed with Suffolk Fire and Rescue Service. This means that unless the fire is in the residents home, they should stay in their flat unless affected by heat/smoke or if they have been advised to follow an evacuation procedure.

Communal Areas

- Maintenance of communal areas is the responsibility of the Council
- The Council is committed to keeping communal areas free from fire and other health and safety hazards.
- No items should be stored in communal areas.

Smoking and Electronic Cigarettes/Vaporisers

- When staff or contractors visit the property, tenants may be asked not to smoke or use an electronic cigarette (e-cigarette) within the property
- Smoking or the use of e-cigarettes is not permitted within communal areas of sheltered blocks and any blocks of apartments



CCTV and Security Lighting

- The Council make use of CCTV to help improve the security of tenants, leaseholders and visitors.
- Security lighting is not generally fitted to Council property.
- Residents who wish to install CCTV or security lighting will need to adhere to the Property Alterations by Tenants/Leaseholders requirements.

Graffiti and Fly Tipping

- The Council aims to keep all estates safe and clean.
- We have a zero-tolerance stance on graffiti.
- Fly tipped waste on our Council estates will be removed as soon as possible.
- Legal action can be taken against householders whose waste is tipped illegally.

Litter and Dog Fouling

- The Council will work to raise awareness around the prevention of littering and dog fouling on the estates.
- Communal green spaces should not be used for dog walking or exercising dogs.
- Where a person is witnessed by a Council officer committing an offence, the Council will take action.

Environmental Improvements

- The Council may do work to make better use of the space, resolve local issues, reduce anti-social behaviour, improve security or to better community integration.



Garages

- The Council owns and manages various garages and garage sites across the Borough.
- Garages are available to rent by residents but there is no right to buy and there is no right of succession.

Gritting

- There is no legal obligation to grit or clear areas due to snow and ice.
- But during times of severe icy or snowy conditions, the Council will take reasonable actions to grit or clear snow from the main communal entrances, paths or access roads to some locations such as Sheltered Schemes.

Trees

- When appropriate the Council will prune and cut back trees that are on Council-owned land
- If the tree is within a tenant's garden, they are fully responsible for it.



IPSWICH
BOROUGH COUNCIL



01473 432000



www.ipswich.gov.uk
www.ipswich.gov.uk/contactus



Ipswich Borough Council, Grafton House
15-17 Russell Road, Ipswich, Suffolk IP1 2DE