

COMMUNAL AREA GUIDANCE FOR TENANTS

DEVELOPING HOMES AND CREATING OPPORTUNITIES
FOR PEOPLE WITHIN WEST NORFOLK

Freebridge
COMMUNITY HOUSING

Freebridge wants you to enjoy your home and the area in which you live. This booklet will give guidance on communal areas you may share with other residents, such as walkways, courtyards and communal bins sheds.

We have a few words of advice which will help to ensure you live safely and in harmony with your neighbours. Failure to comply with the advice may result in breaching your tenancy or your lease conditions.

FIRE SAFETY

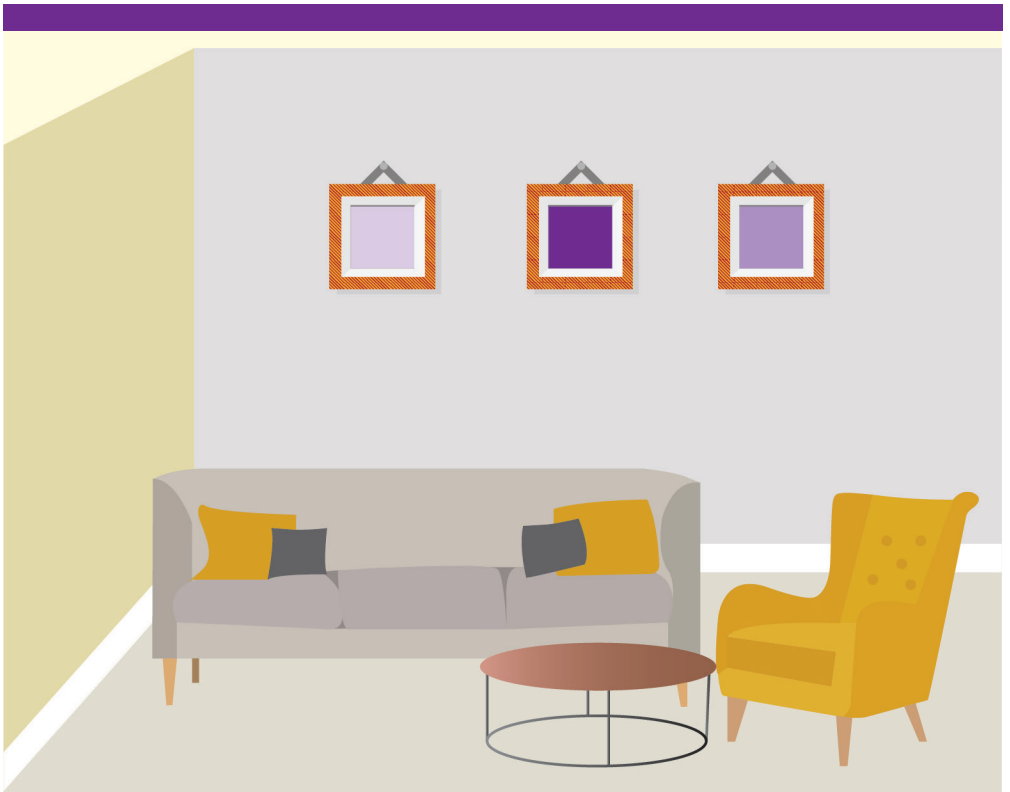
- Outside bins must be at least three metres away from the building (unless stored in allocated bin sheds) and if provided placed on concrete pads.
- No tumble dryers are to be used in external sheds where there is a boiler or a heat source.



DISPOSAL OF DOMESTIC RUBBISH

- If you do not dispose of your domestic waste correctly this can cause a health and safety risk to you and your neighbours.
- Use your refuse and recycling bins correctly and ensure they are put out for collection.
- Don't leave any black bin bags outside of your door or any other rubbish in communal areas.





BULK ITEMS

- Furniture, electrical and other household items should not be left in your communal area as this creates a fire hazard or risk to residents and children.
- Before you take ownership of any new large household items you should arrange a suitable method for disposing of the old ones.

INTERNAL COMMUNAL AREAS

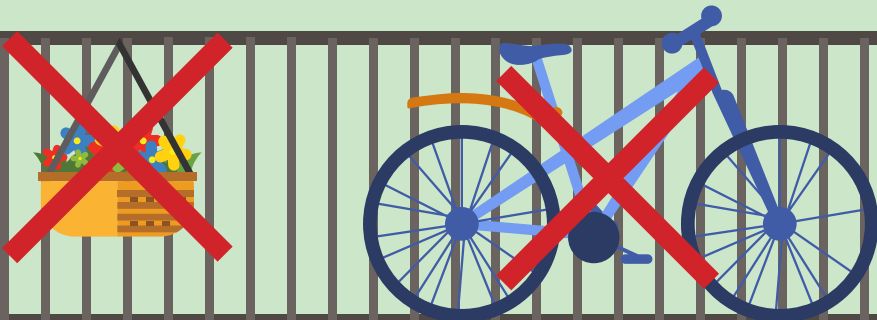
WHICH INCLUDES STAIRWELLS, COMMUNAL BALCONIES, CORRIDORS AND WALKWAYS

These areas should be kept clear of personal property at all times. Items left or stored in these areas will be removed. We will store these items before disposal. We consider items left in communal areas a risk to safety in the event of an emergency.

If you have a doormat, it should be located inside your property so that it is not a trip hazard and it should be constructed of non-combustible material.

No items are to be hung over or suspended from handrails or bannisters.

Any item shackled to the stairs, or within a stairwell to bannisters or railings (such as bicycles) will be removed including any locks used to secure.



COURTYARDS

Items not permitted in the communal courtyard:

- Trampolines, large pools, climbing frames, bouncy castles, swings, slides, climbing frames, domestic furniture such as sofas and armchairs.

Items that are permitted in the communal courtyard:

- Paddling pools not exceeding 1 metre in diameter and as long as supervised and emptied/removed after use.
- Children's toys are allowed providing they are cleared when not in use and the quantity and type does not present a danger to other residents or persons.
- Barbeques, providing they are not left unattended when lit and are stored safely once properly extinguished. BBQ's should also not be used within 2 metres of any building and lit with materials or liquids specifically for use on a BBQ.



PRIVATE BALCONIES

Items that are not permitted on your balcony:

- Barbeques (lit or otherwise), cycles, pushchairs, paddling pools, cat litter trays, tables, mobility scooters or any other items which may cause a potential danger. No items to be hung over or suspended from handrails or the balcony.

Items that are permitted on your balcony:

- Any other property such as plants, pots and garden chairs, as long as they are positioned or stored in a way that does not present a potential danger.



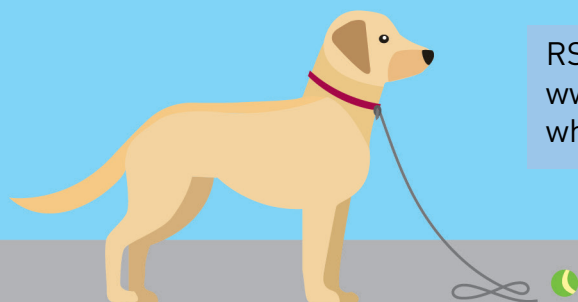
SMOKING

- Smoking within any sheltered communal areas including stairwells is not allowed.
- Whilst smoking within open communal areas is allowed this should not cause nuisance e.g. smoking by a window or discarding cigarette butts.



PETS

- Dogs are to be supervised at all times and not allowed to roam freely.
- You should not allow your dog or cat to foul in any communal area. If this does happen it should be immediately picked up, double bagged and put into your general waste bin.
- In certain circumstances permission is required to keep dogs and certain kinds of pets. Please contact your Tenancy Advisor for further advice before taking ownership.
- Pet related items such as feeding bowls, litter trays and scratch posts should not be left in communal areas and walkways.



RSPCA:
[www.rspca.org.uk/
whatwedo/yourlocal](http://www.rspca.org.uk/whatwedo/yourlocal)



REMOVAL OF BULKY ITEMS

Borough Council of King's Lynn & West Norfolk collection service

They provide a collection service to domestic properties for bulky household items that are too big to put in your bin.

For £33.40, they'll collect and dispose of up to three large items from your home. We'll also remove additional items if you wish, for £11.40 per item.

Items they can collect

- mattress
- bed
- sofa
- washing machine

Items they can't collect:

They can't collect certain items. These include (but are not limited to):

- fixture and fittings such as bathroom suites and boilers
- general builders waste
- bags of rubble
- doors - internal and external
- gas bottles
- asbestos

Borough Council of
**King's Lynn &
West Norfolk**



Find your local Recycling Centre:
www.norfolk.gov.uk/recyclingcentres



What happens next?

Once the Borough Council of King's Lynn & West Norfolk have received your application, they'll contact you to arrange a suitable time and date for the collection. We aim to collect your items within 10 working days.

What you'll need to do once your collection time has been booked:

- leave your items outside your home for the Council's collections team to collect,
- ensure they can see your items from the roadside. They're not allowed to enter homes, sheds, garages and outbuildings to collect items and,
- call their contractor Serco on 03301099220 (at least 24 hours before your scheduled collection) if you want to cancel or change an existing collection.

Tel: 01553 776676

www.west-norfolk.gov.uk

MOBILITY SCOOTERS

It is important that you contact us to agree the best place to store and charge your mobility scooter. This is to ensure they do not cause a fire or safety risk to you or your neighbours.

- Mobility scooters and mobility aids should not be stored within internal communal areas and walkways.
- Mobility scooters should not be charged within communal areas and walkways.



FREEBRIDGE COMMUNAL AREA STANDARDS

Communal areas are visited once every two weeks, the rest of the time it is every resident's responsibility to maintain the areas.

These next couple of pages outline the standards we have set for the communal areas we own at Freebridge Community Housing. If you have any questions or concerns about the work we are doing to meet the standards detailed below please call us on 03332 404 444.

On every visit by our Placeshaping Team, we will do the following:



We will check that:

- all security doors installed are working as they should be.
- emergency drop key boxes are working correctly (where installed) and raise any necessary repairs required.



We will carry out a visual fire safety check, to ensure that escape routes remain free of any obstructions and that appropriate safety signage is in place.



Where repairs are identified, a sticker will be placed on the defective item, confirming the date the repair was reported. Red stickers will be applied to emergency repairs (four hours) and green routine repairs (28 days).



We will check that:

- all communal grassed areas and shrubs are tidy and well maintained; any follow up work required will be reported to our grounds maintenance contractor,
- all external yards and pathways are leaf free,
- any dangerous or low hanging trees are trimmed back.



We will ensure that all internal and external communal areas and paths are tidy and free of any litter or other obstructions.



We will ensure that all internal and external communal areas are clean and that:

- internal communal areas are free of cobwebs,
- internal communal light fittings are clean and in good order,
- internal windows, security doors and glass in internal communal areas is clean,
- internal and external hard floors are dirt and litter free.

If you need further help or advice about anything in this leaflet, please contact our Tenancy or Placeshaping Team on 03332 404 444.