

## **CROYDON CHURCHES HOUSING ASSOCIATION**

### **COMMUNAL AREAS POLICY**

#### **1.0 Introduction**

- 1.1 ccha want to ensure that our shared communal areas are well looked after, both by ccha and our residents, so that our neighbourhoods, estates and schemes remain safe, secure and well-maintained.
- 1.2 We define our 'communal areas' as shared areas of land or property which are owned by ccha but do not include the interior of our residents' properties or private gardens. These areas can include shared internal hallways, stairs and corridors, communal rooms and facilities (including communal loft space and electrical and storage cupboards), shared communal gardens and grounds, external shared walls, communal entrances and shared parking areas.
- 1.3 This policy should be read in line with tenancy and lease agreements and should also be considered in conjunction with our:
  - 1.3.1 Anti-Social Behaviour Policy
  - 1.3.2 Health and Safety Policy
  - 1.3.3 Mobility Scooter Policy
  - 1.3.4 Recharge Policy
- 1.4 This policy applies to all ccha residents, including tenants, shared owners, leaseholders and any visitors. In addition, freeholders with a common interest in our communal areas will also be expected to adhere to this policy.

#### **2.0 Policy Objectives**

- 2.1 We want our neighbourhoods, estates and schemes to be areas which we can all be proud of. We are therefore committed to working with our residents to ensure that our communal areas are well-maintained and well-managed. We expect our residents to be considerate of others and adhere to their tenancy agreement, lease agreement and their responsibilities as outlined in our policies.
- 2.2 We aim to:
  - 2.2.1 Keep our residents safe through the proactive management of health and safety risks in our communal areas through regular estate inspections and monitoring
  - 2.2.2 Maintain and improve the condition of our neighbourhoods, estates and schemes
- 2.3 We ask that our residents respect their neighbourhood, estate or scheme and carry out their responsibilities to keep the community clean, safe and a happy place to live. Residents are responsible for:

- 2.3.1 Keeping communal areas clear, tidy and free from personal items
- 2.3.2 Disposing of rubbish correctly and considerately; using the correct refuse facilities and recycling responsibly
- 2.3.3 Reporting any items fly-tipped or dumped in any communal areas to ccha
- 2.3.4 Disposing of large unwanted items and furniture by using local recycling sites/local authority collections

### **3.0 Personal items in communal areas**

- 3.1 ccha operate a 'zero tolerance' approach to any items stored in any internal or external communal areas, with the exception of doormats. Residents must ensure that they keep all communal areas free from their own personal belongings. This ensures that we reduce any health, safety and fire hazards.
- 3.2 Our tenancy and lease agreements require residents to abide by any 'Additional Obligations'. This includes the Resident's Responsibilities appendix that states that items must not be left in communal areas.
- 3.3 Any item found to be in the communal areas on inspection, will be stickered with a timescale of 48 Hours for removal. Should the item(s) remain in the communal area after this date, then it will be removed and held in storage for up to four weeks after which it will be disposed of. If your items are removed, you may be charged for the removal and storage and will need to arrange your own collection of the items.
- 3.4 Bicycles and cycle stores - Bicycles should not be stored in internal communal areas. Bicycles should be stored in a communal cycle store if available in the neighbourhood, estate or scheme.
- 3.5 Barbeques and Play equipment
  - 3.5.1 The use of Barbeques in communal areas are only permitted within defined barbeque areas. Under no circumstances should barbeques be used on balconies of individual flats.
  - 3.5.2 Small play equipment and outdoor toys, such as small paddling pools, bikes and trikes, can be used within external communal areas if children are supervised. However, they must be removed once they have been used and stored safely in your home. Large items of equipment such as climbing frames and trampolines are not permitted.
- 3.6 Mobility Scooters
  - 3.6.1 We recognise that mobility scooters can enhance independence and quality of life for our residents. It is advisable for residents to consult their Tenancy Management officer before purchase to ensure there is suitable arrangements in place for its storage.

3.6.2 Mobility scooters must not be stored in communal areas and should be stored within a residents' property. We aim to pilot designated scooter storage at some of our independent living schemes and the allocation of storage units will take place on a first come, first-serve basis. If a scooter store unit is not available in the local community, the Tenancy Management Officer will work with residents to explore a mutually agreed solution in order to store and charge the scooter safely. For more information, please see our Mobility Scooter Policy.

#### **4.0 Waste disposal and recycling**

4.1 We ask that residents dispose of their rubbish in a considerate manner, ensuring that the bin areas are kept tidy. We will work with local authorities to ensure that the correct waste disposal and recycling facilities are provided for our residents and signpost residents to local authority facilities for the disposal of bulk items and furniture.

#### **5.0 Recharging the cost of removal to residents**

5.1 Where the owner can be identified, ccha will take action against residents who dump waste or fly tip and recharge the cost of removal and disposal to the resident. For more information, please see our Recharge Policy.

#### **6.0 Monitoring**

6.1 We will monitor satisfaction concerning our management of communal areas by using a variety of inputs including:

- Weekly, Monthly & Quarterly Estate inspections
- Estate Champion feedback
- Satisfaction Surveys

#### **7.0 Equality and diversity**

7.1 For ccha, diversity is about respecting people's individual differences and ensuring that all people that come into contact with us have access to the same high standards of behaviour and service.

7.2 We are committed to ensuring that no resident will be treated less favourably because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, gender or gender orientation.

#### **8.0 Publicising the policy**

8.1 This policy will also be publicised to residents through:

- Our website
- Communal noticeboards

<b>Version History</b>	
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<b>Lead Officer</b>	Wesley Flower
<b>Data Protection Impact Assessment</b>	N/A
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