

Neighbourhood Standard

Our Neighbourhood Standard ensures that the area you live in and share with your neighbours is safe and well maintained. We'll support our tenants to live in a thriving community by keeping spaces such as play areas, car parks, communal areas and facilities, and any land owned by Flagship Homes in good condition. Communal areas include interior spaces such as hallways, stairs, landings, lifts, and laundry rooms. You can find out more about how we maintain your community and what we need your help with below.

Fire safety

We want to keep you safe in your home and ensure that you and your family can escape quickly and safely in an emergency. To do this, we need all communal spaces to be kept clean and tidy, and you can do your bit by ensuring that all personal belongings are kept inside your home. This includes pushchairs, mobility scooters, and doormats. A Fire Action Notice will be displayed in your communal hallway which will tell you what to do in the event of a fire, although the emergency services are always on hand to give you the most appropriate advice at the time.

Grounds maintenance

We understand that spending time outdoors is important, which is why we'll maintain the communal gardens to ensure they are pleasant, well-kept areas for you to enjoy. Just as our homes are important to us, we know these areas are the natural habitats for plants and local wildlife, and we're always looking for opportunities to give them a helping hand. That's why we won't cut any hedges between March and October to help protect wild birds, their nests, and eggs, and we'll leave shrubs that are flowering so that bees, butterflies, and insects aren't disturbed. We may also let wildflowers and some grassy areas grow to provide nectar for bees and butterflies.

Internal communal facilities

We'll provide a secure, and well-lit entrance to the building where you live. The communal halls and stairways will have a suitable floor covering which is in good condition and cleaned regularly, along with all communal windows. Halls and stairways will have suitable lighting and must be kept clear of personal belongings, such as pushchairs, mobility scooters, and doormats. These areas will be well-decorated throughout and regularly refreshed.

External communal facilities

We'll provide clean, secure, well-lit, and accessible waste disposal facilities for you to dispose of your general waste, however you'll need to make your own arrangements for the disposal of bulky items and unwanted household goods. If you're unable to dispose of these yourself, your Local Authority may be able to help for a small fee. Where possible we'll provide a safe, accessible, and well-maintained area for you to dry your clothes outside.

Balconies

If you have a balcony this is your space to enjoy, but for your safety and the safety of your neighbours, please don't use barbecues, outdoor heaters, and combustible fencing or screening in these areas.

Communal gardens

Communal gardens are great spaces for you and your family to enjoy the outdoors and get to know your neighbours. As these are shared spaces, we ask that they are kept clear of personal items that aren't being used.

Any equipment such as trampolines and paddling pools must be supervised at all times and taken down at the end of the day.

Parking

Where parking facilities are available, we'll let you know the arrangements in place and confirm who can park where. These areas will be well-lit, maintained, and each parking space will be clearly marked.

Play areas

Any play areas owned by Flagship Homes will be inspected regularly and any repairs identified will be organised. If any equipment is unsafe to use, it will be removed or cordoned off until the repair has been completed. If you notice a problem, please let us know as soon as possible.

Neighbourhood team

Our Neighbourhood Officers are there to make sure you feel safe and happy in the neighbourhood where you live. They carry out regular neighbourhood inspections, playground checks, and weekly health and safety tests at our sheltered and ex-sheltered schemes. They can also help with abandoned vehicles, removal of graffiti, fly-tipping, and management of any bin stores.

Look out for your Neighbourhood Officer and let them know what you think about your community and if there's anything they can help with!

Neighbourhood inspection frequencies:

- Homes with internal communal areas – every three months
- Homes with no internal communal areas but shared external spaces or facilities – every six months
- Areas with less than 10 homes and no communal spaces – once a year

Safe Communities team

We want you to enjoy your home and community free from anti-social behaviour (ASB) or crime. We aim to provide and uphold communities which feel safe and where people enjoy living.

It's important that ASB is reported to us so we can tackle and prevent issues. You can do this by calling us on **0808 168 4555** or visiting **flagship-housing.co.uk/safe-communities** and completing the self-reporting form. We don't tolerate anti-social behaviour in our communities and we're here to help should this happen.

 flagship-housing.co.uk/about-us/contact-us

 **0808 168 4555**

 **hello@flagship-housing.co.uk**

