

FLATS AND SHELTERED SCHEMES

Flats and Sheltered Schemes

All Tenants have an obligation within their Tenancy Agreement not to cause nuisance and annoyance to neighbours. However, in blocks of flats, the proximity of Tenants means that certain acts are likely to cause nuisance and annoyance that in normal circumstances would not do so. For this reason, it is necessary that Tenants in blocks of flats observe the following:

- Refuse chutes are easily blocked so wet and perishable articles should not be placed in them unless well wrapped in paper. Any bulky articles likely to cause damage to the chute should be placed in the bins provided on the ground floor.



- Rugs and mats should be shaken outside the flat, not in communal parts or out of windows.
- Paraffin heaters, portable gas appliances and flammable liquids are fire risks and therefore should not be stored in flats. Similarly, petroleum driven vehicles and inflammable liquids should not be kept in storage cupboards, as these too are fire risks.



- Articles should not be placed on the landing, staircase or passageways where they are likely to cause an obstruction or annoyance to neighbours.
- Only domestic items should be kept in storage cupboards provided.
- Vehicles should be parked in authorised parking places only, not on service roads or grassed areas.



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- Ground floor entrance and exit doors must be closed after use
- Nothing should be thrown out of any window as this is both dangerous and untidy



- The Housing Division decorates and repairs communal areas. It is your responsibility to ensure that these areas are kept clean and hygienic, if there is no appointed cleaner.

Sheltered Schemes

The Borough Council has sheltered schemes for older people located across the Borough. Some of the schemes have a resident warden and the remainder are visited by a team of Community Support Officers who visit on a regular, planned basis. Every Tenant living in sheltered schemes has an alarm system in their home. There are pull cords in each room. These are connected to the Borough Care, Community Alarm Service that is staffed, 24 hours a day, 365 days a year.

All of the sheltered schemes have a communal room that is open for use by any sheltered scheme Tenant. The majority of communal rooms are operated by a door entry system to provide extra security and flexibility around opening times. Special arrangements may have to be made to open and close the communal room if an event is planned for an evening or weekend and the room is not accessed by way of a door entry system. Any sheltered scheme Tenant wishing to use the community facilities outside of normal opening hours is asked to contact the Housing Division on 01827 719306 so that the appropriate arrangements can be made.

