

# Neighbourhood Commitments



## Minimum standard to expect from Link

We aim to provide you with a high quality home, built and looked after to the highest standard. In addition, we want to ensure the area outside of your home is also kept to a high standard and one that you can be proud of.

Although we own and maintain the property that you live in, it is your home and you know what it is like to live there. As our most important partner, we will offer you the opportunity to join us in at least one neighbourhood inspection per year. We will feedback to you on the outcome of the neighbourhood inspections within four weeks. We also ask that you monitor these services throughout the year and give us your view on them.

If your estate is wholly owned or managed by Link, there is a series of minimum standards that you can expect from us. Not all services mentioned below are provided to all tenants. For those areas marked with an asterisk, a service charge is applied.

Where timescales are given this will be from the date of the initial report to us. If you feel we are not meeting this standard, then please contact the Repairs Team on **03451 400 100, option 2**.

Area	Standard
Gates and Fencing	<ul style="list-style-type: none"><li>• We will ensure that any communal boundary gates, fences, walls or railings are in good and safe condition.</li><li>• We will repair communal boundary broken fences within 20 working days.</li></ul>
Stair/close cleaning and communal window cleaning*	<ul style="list-style-type: none"><li>• We will sweep and wash stairs and landings at least once per fortnight.</li><li>• We will ensure signage is visible during cleaning and will remove once dry.</li><li>• Remove all door mats whilst this service is being provided.</li><li>• We will display a cleaning rota to show you when stair/close has been cleaned.</li><li>• We will clean and dry windows once per quarter.</li></ul>
Stair/close doors*	<ul style="list-style-type: none"><li>• We will remove all surface dirt and stains and dry once per month.</li><li>• Repairs will be carried out within 10 working days.</li><li>• If a replacement door is required, we will let you know.</li></ul>

Area	Standard
<b>Landscaping*</b> (carried out between March to October)	<ul style="list-style-type: none"> <li>• We will cut the grass 16 times per year.</li> <li>• We will litter pick up 24 times per year.</li> <li>• We will weed 24 times per year.</li> <li>• We will cut back shrubs 3 times per year.</li> <li>• We will cut back overgrown trees 3 times per year.</li> <li>• We will cut hedges twice per year.</li> <li>• We will display a rota of the landscaped service to let you know when this is taking place.</li> </ul>
<b>Play areas</b>	<ul style="list-style-type: none"> <li>• We will inspect play areas 12 times per year.</li> <li>• We will pick up litter and sweep the area 24 times per year.</li> <li>• We will install signage where there is a local need.</li> </ul>
<b>Graffiti</b>	<ul style="list-style-type: none"> <li>• We will remove offensive or racist graffiti within 4 hours.</li> <li>• We will remove other graffiti within 3 working days.</li> </ul>
<b>Fly-tipping or dumping</b>	<ul style="list-style-type: none"> <li>• We will try to identify who has dumped unwanted items within 3 working days and take appropriate action.</li> <li>• If items are not removed by the person responsible, Link will remove them within 10 working days and recharge the cost of this where possible.</li> <li>• We will work with local council to encourage fines for those guilty of fly-tipping.</li> </ul>
<b>Bin stores</b>	<ul style="list-style-type: none"> <li>• We will investigate any irresponsible use of the bin stores within 5 working days and take appropriate action.</li> <li>• Where possible, we will work with the local council to ensure that recycling facilities are provided.</li> </ul>
<b>Door entry system</b>	<ul style="list-style-type: none"> <li>• We will repair the door entry system (if this is wholly owned by Link) within 10 working days.</li> </ul>
<b>Shared back green/garden areas</b>	<ul style="list-style-type: none"> <li>• We will provide, where possible, clothes drying facilities.</li> <li>• We will ensure that drains are clear and drainage manholes are free from obstruction.</li> <li>• We will ensure that gutters and downpipes are well-maintained and free from leaks or blockages.</li> </ul>
<b>Lighting</b>	<ul style="list-style-type: none"> <li>• Where Link provide lighting, this will be repaired within 10 working days.</li> <li>• Total lighting failures will be repaired within 24 hours.</li> <li>• Where lighting is provided by the local council, we will install signs advising who to contact to report repairs.</li> </ul>
<b>Areas outwith our control</b>	<ul style="list-style-type: none"> <li>• Dog fouling – We will work with the local council environmental health wardens and remind residents of their responsibility.</li> <li>• Abandoned cars – We will report cars abandoned in our estates. We will work with the local council, Police and DVLA to have them removed.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• We will remove any chemicals or hazards that are of a health and safety nature within 4 hours, e.g., blood, needles, chemical spills, etc.</li> <li>• We will carry out quarterly inspections of estates and take appropriate action on any health and safety issues that arise.</li> </ul>

## Tenant responsibilities

We have stated the minimum standard you can expect from us and we want you to live in an area that you can be proud of. In return, we expect you to treat your home and surrounding areas with respect and work with us to ensure that the external areas are attractive, well-maintained neighbourhoods that are clean and safe.

We cannot do this without your help and the following commitments have been developed in partnership with tenants. We expect all tenants to stick to these commitments as part of their tenancy responsibilities.

If, due to a disability, you cannot fulfil the obligations listed, please contact your Housing Officer for advice.

Area	Tenant Commitment
<b>Bin areas/collection</b>	<ul style="list-style-type: none"> <li>• We will use the correct bin for our rubbish/recycling.</li> <li>• We will not put bags/rubbish or bulky items out that can't fit into the bin.</li> <li>• We will not contaminate recycling bins with items not meant for that bin, e.g., plastic/glass bins.</li> <li>• We will ensure the area is kept tidy.</li> <li>• We will ensure our bins are put out no earlier than the night before for collection.</li> <li>• We will return bins once emptied and ensure they are not blocking access.</li> </ul>
<b>Stair/closes</b>	<ul style="list-style-type: none"> <li>• We will not store prams, buggies, bikes or trip hazards.</li> <li>• We will ensure that all doors are closed quietly upon entering and leaving the building.</li> <li>• We will ensure all external doors are locked when leaving and entering the building.</li> <li>• We will not give access to unknown visitors.</li> <li>• We will not smoke in enclosed common areas, e.g., the stair.</li> </ul>
<b>Communal grassed /landscaped areas</b>	<ul style="list-style-type: none"> <li>• We will not drop litter on the common areas.</li> <li>• We will encourage other residents not to drop litter.</li> <li>• We will treat the common areas with respect and ensure our children play safely and do not disturb the peace of other residents.</li> <li>• We will not allow our dogs to foul or urinate on grassed areas or common stair.</li> <li>• We will encourage other residents not to allow dogs to foul or urinate in any common area and will advise Link and/or the local council dog warden if we see this.</li> <li>• We will put away our garden/play equipment after use, e.g., chairs, BBQs and trampolines, etc.</li> </ul>
<b>Communal windows/close/stair cleaning</b>	<ul style="list-style-type: none"> <li>• We will take turns to sweep and wash stairs and landings at least once per fortnight if this service is not provided by Link.</li> <li>• We will take turns to clean and remove surface dirt and stains on communal windows if this is not provided by Link.</li> </ul>

Area	Tenant Commitment
Graffiti	<ul style="list-style-type: none"> <li>• We will discourage anyone doing graffiti on the walls or buildings.</li> <li>• We will immediately report this to Link, the Police and local council wardens.</li> </ul>
Fly-tipping or dumping	<ul style="list-style-type: none"> <li>• We will not dump any unwanted items.</li> <li>• We will arrange for any large or bulky items to be uplifted by the local council.</li> <li>• We will put out the items for collection no earlier than the night before the date given by the local council.</li> <li>• We will report any illegal fly-tipping/dumping to Link and the local council and where possible send photographic evidence.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Report any incidents of hazards immediately that are of a health and safety nature, e.g., blood, needles, chemical spills.</li> <li>• Report any other incidents of a health and safety nature, i.e., low hanging bushes, uneven pathway, etc.</li> </ul>
Neighbourhood inspections/walkabouts	<ul style="list-style-type: none"> <li>• Where possible, we will attend neighbourhood walkabouts with staff, or if not possible, speak to Link on issues of concern.</li> <li>• Support any neighbourhood groups.</li> </ul>
Private gardens	<ul style="list-style-type: none"> <li>• Ensure any private gardens are maintained regularly and kept free of weeds.</li> <li>• Ensure that the grass are regularly cut and trees trimmed back.</li> <li>• Ensure any private fences are maintained and regularly painted.</li> </ul>
Parking	<ul style="list-style-type: none"> <li>• We will park cars responsibly and considerately, within bays and not on pavements or grass verges.</li> <li>• We will not use disabled bays if we do not have a disabled badge.</li> </ul>



Link Housing Association Limited is a Company Registered in Scotland, Company Registration number SC216300.  
Registered as a Property Factor PF000355. Authorised and regulated by the Financial Conduct Authority.  
Registered Office: Link House, 2C New Mart Road, Edinburgh EH14 1RL. Part of the Link group. © Link Group Ltd 2015.