



Looking After Your Estate



Introduction

South Lakeland District Council takes pride in maintaining the appearance of all its estates. However, we need your help to let us know when problems exist.

This leaflet provides the information to let you know what service to expect from the SLH and the Council in respect of open areas (communal land) owned by the Council on its estates*, and who to contact to report a matter. As a Council tenant you, and members of your household, are responsible for using communal areas in a reasonable manner.

* Please note that separate arrangements exist in sheltered housing.

Grounds maintenance

You are responsible for keeping your garden in a clean and tidy condition.

However, work is carried out to communal areas:

- Grass cutting
- Shrub maintenance
- Hedges

The maintenance contract is offered for tender and the District Council (SLDC) awards the contract to the most competitive bidder and the above are maintained throughout the year.

Rubbish

- Bulky items

The Council's Contracts Group will arrange to collect from your home, free of charge, any bulky items you wish to get rid of, such as furniture. Telephone (0845) 0504434.

- Dumped rubbish/bonfires

Any problems regarding dumping of rubbish, or problems with bonfire waste, will be dealt with on request. Any person found dumping rubbish may face legal prosecution. Please note that bonfires are not allowed on communal areas without the Council's consent.

Equipped Play Areas

All Council play areas which have children's play equipment are checked on a weekly basis for safety reasons. A further check is made every week for all other possible problems.

**If you want to report or discuss any matters relating to grounds maintenance, rubbish, or equipped play areas please contact the South Lakeland District Council Call Centre
0845 050 4434**

Unauthorised car/vehicle parking

- Abandoned vehicles

If a vehicle has clearly been abandoned, please contact **South Lakeland District Council, Kendal, telephone (0845) 0504434**. They will consider removing the vehicle under the powers contained in the Environmental Protection Act 1990.

- Vehicles causing an obstruction

If a vehicle is causing an obstruction on a public road, please contact **Cumbria County Council's Highways Department at County Offices, Kendal, telephone 0845 609 6609**.

If a vehicle is causing an obstruction on communal land, but has not clearly been abandoned, please contact your local housing office.

If any unauthorised vehicles are parking in "Resident Only" parking areas and are causing a nuisance, again please contact your local housing office.

Please note that you must only park in authorised places (and in particular not on grass verges and greens).

Dog Fouling

Dog fouling in public places has always been socially unacceptable but now it is a fineable offence. Under “the Dogs (Fouling of Land) Act 1996”, if you allow your dog to foul, you must clean it up or “scoop the poop” straight away. Failing to do this will make you liable for an initial fixed penalty of £25. Persistent offenders will be taken to a Magistrates Court and face a fine of up to £1000.

If you wish to take action against a dog owner who has not cleaned up after their dog, you should note what has happened as soon as possible. Include the name and address of the person in charge of the dog, a description of the dog plus details of the date, time and place of the offence. Then contact the **Environmental Protection Group at South Lakeland District Council, Kendal, telephone (01539) 733333**. The evidence will be considered with a view to prosecuting the offender.

If dog fouling occurs at regular times, it may be possible for a dog warden or officer to witness the fouling and take action accordingly.

Vandalism

Please report any instances of vandalism to Council property, to both your local housing office **and** to the **Police**. You may get a £500 reward in the event of a successful prosecution.

Empty properties

You may notice a Council home which is left empty for a short period. Homes may be empty for a while after a tenant has vacated a property. During this time SLH will be busy carrying out repairs required and arranging for a new tenant to move in. SLH makes every effort to ensure homes are not left empty for too long.

In the rare event of squatters using an empty Council home, you can help us by reporting them to your local housing office.

Environmental Improvements

The Council has a large budget for environmental improvements to be made to its estates. This budget can pay for items such as fencing to communal areas, benches and landscaping, as well as other ideas.

The ways in which the money is spent is decided locally by Area Panels. Area Panels are made up of local residents, who recommend how the money will be spent. For further information please see the leaflet on **Getting Involved**.

Tenancy and Estate Management Standards

- We will remove offensive graffiti within 1 working day and all other graffiti within 5 working days.
- If you experience anti-social behaviour we will respond to serious incidents involving threats or actual violence within 1 day and lesser problems within a maximum of 10 days.
- We will carry out inspections of our larger estates (25 properties or more) fortnightly to ensure they are clean, tidy and well kept.
- We will visit all new tenants 6 weeks after their tenancy commenced.
- We will visit all introductory tenants after 9 months and confirm in writing when the tenancy becomes secure.
- We will provide you with a decision for your request to carry out alterations to your home within 30 working days.
- We will visit all our tenants at least once every two years.

You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling 0845 057 0080 or check our website www.southlakeshousing.co.uk

আপনি 0845 057 0080. -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电 0845 057 0080.

Paskambinę telefonu 0845 057 0080, galite užsisakyti šio dokumento kopiją įvairiais formatais, pavyzdžiui, atspausdintą dideliu šriftu, Brailio raštu, užsisakyti garso įrašą arba gauti dokumentą, išverstą į norimą kalbą.

Aby otrzymać kopię tego dokumentu w innych formatach, takich jak duży druk, druk Braille'm, audio, lub w innym języku proszę dzwonić pod numer 0845 057 0080.

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 0845 057 0080

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 01229 584424