



Solihull
Community Housing
Shaping our neighbourhoods

Looking after the environment

2020

Looking after the environment

Looking after our estates

If you spot something that is making your estate untidy, please report it to us.

Some examples of things you might want to report are:

- dumped rubbish
- health and safety concerns such as trip hazards or fire risks
- overgrown gardens
- fly posters
- graffiti

You can report problems in a variety of ways. Please see the contact us section at the back of this leaflet.

Estate Assistants

Our teams of Estate Assistants help to improve the local environment in a variety of ways.

They look after high and low-rise buildings by:

- making sure the contractors who clean the communal areas are keeping to a high standard of work
- carrying out fire-safety checks in high rises (for example, making sure fire exits are not blocked and that fire doors are not damaged)
- removing rubbish from communal areas
- carrying out small repairs in communal areas.

They also:

- improve overgrown or neglected areas on our estates
- recycle things like fencing, gates and locks to use in other locations.

Cleaning in high and low-rise buildings

We are responsible for keeping the communal areas of our high and low-rise buildings (like corridors, stairways, landings and entrance halls) clean and tidy. We employ contractors to do this work for us.

We will:

- inspect every high rise once a month
- act on the results of inspections within two working days (or within 24 hours if there is a risk to health and safety)
- send our contractor out to clean up within two hours when people report a mess in a shared area that could affect the health of others i.e. blood or vomit.

Keeping the streets clean and tidy

We also inspect our estates to make sure they are clean and tidy.

During the inspections we will make a note of problems like litter, graffiti and overgrown gardens, so that we can clear them up or find out who is responsible.

Estate inspections

We are always on the lookout for residents to help us inspect roads or buildings. Could you spare some time every so often to help us inspect your local area or high rise? If you are interested in taking part, please contact us.



Keep your garden tidy

Keep your garden tidy by cutting the grass regularly and making sure hedges and other plants don't look overgrown. Please keep your garden clear of rubbish as this is a condition of your tenancy agreement.

CCTV

We have installed closed-circuit television (CCTV) in all of our high rises to try to make the local area safe and secure for the people who live, work or visit there.

The images filmed by the cameras are sent to our CCTV monitoring centre where staff check them to make sure all is well, both in and around the buildings. We also use the cameras to spot problems like litter, graffiti and fly-tipping.

Our staff at the CCTV monitoring centre can also speak to people outside high rises through a public address system.

If you live in a high rise there is an intercom system installed in your flat. You can speak to staff at the CCTV monitoring centre by pressing a button on the handset. Please help us to keep our buildings safe by being alert and reporting anything suspicious to the monitoring centre staff.

Rubbish and recycling

Solihull Council collect your household rubbish every week from outside your property.

If you would like to find out more about the household waste collection service – including information about wheelie bins, recycling and collection times – please contact them on 0121 704 8000.

If you live in a high rise you will find that there is a rubbish chute on each floor.

- Please only put small bags of rubbish down the chutes. Large bags and items block the chutes.
- Don't leave rubbish bags outside your flat, in corridors, on landings, by the bin chute or in any communal area. They will get in the way and in a fire they might block people's escape routes.
- Make sure nappies, baby wipes and pads are put in a small bag down the chute. Do not flush them down the toilet as this can block sewer pipes.
- Please do not put cat litter down the chute unless it is securely bagged first.
- Please recycle in the bins located on the ground floor of all high and low-rise buildings.

Getting rid of bulky items

We offer a bulky waste collection service where you can arrange for us to collect a number of items from your property for a small charge. Contact us for more information.

Dumped rubbish and fly-tipping

Fly-tipping means dumping rubbish.

Some people dump waste because they want to avoid paying to have their large or bulky items taken away legally. Piles of dumped waste are an eyesore and we encourage you to contact us to let us know when you spot dumped rubbish.

If you know who is responsible for fly-tipping or dumping rubbish, please let us know as they are breaking the law. We will treat your report as confidential.

Needles

Sometimes people leave hypodermic needles lying round. If you spot one, don't touch it. Contact us and we will arrange to remove it safely.

Don't allow your pets to be a nuisance

You must not keep any animal that you are not allowed to keep by law.

- When your dog makes a mess, clear it up.
- Please don't leave your dog alone for long periods of time.
- Don't leave your dog to bark continuously.
- Please don't feed pigeons. Pigeons can cause damage to property and pigeon droppings can cause disease and trigger allergies.
- If you live in a high or low rise building, please do not throw cat litter down the chute unless it is securely bagged.

Graffiti

We have a specialist team who remove graffiti from homes and buildings that we or Solihull Council own.

If you see any graffiti, please report it to SCH Better Places on 0121 779 8900. If the graffiti is racist or offensive, we will aim to remove it within two hours of it being reported. We will remove other graffiti within 20 days of it being reported. Writing and spraying graffiti is a criminal offence.

If you know who did the graffiti, you should report them to the police.

We also offer a not-for-profit graffiti removal

service to residents and businesses. Contact us for more information.

Parking and abandoned vehicles

- You must not park vehicles on grass verges or gardens.
- If you want to build a hardstanding (a solid base for a vehicle to sit on, for example, concrete slabs) on your garden, please contact us for information on how to do this. You will need our permission before building a hardstanding. Once the hardstanding is built, contact Solihull Council to lower the kerb in front. You will have to pay them to do this.

Abandoned vehicles

If you see a vehicle you think may be abandoned, please report it to Solihull Council on 0121 704 8000.

When reporting an abandoned vehicle, please information such as:

- the exact location of the vehicle and how long it has been there
- the registration number of the vehicle
- the make, model and colour of the vehicle
- the name of the vehicle's owner (if you know it)
- your own contact details.



Get in touch

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Solihull Community Housing

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