

# Communal Areas: Residents' Responsibilities

**At PCHA, we want our neighbourhoods and schemes to be areas we can all be proud of. We are therefore committed to working with our residents to ensure that our communal areas are well-maintained and well-managed. However, we recognise that this responsibility is shared and we expect our residents to be considerate of others and adhere to their tenancy agreement and the responsibilities outlined below.**

## What is a communal area?

We define our 'communal areas' as shared areas of land or property which are owned by PCHA but do not include the interior of your premises or private garden. These areas can include:

- Shared internal hallways, stairs and corridors
- Communal entrances
- Shared communal gardens and grounds
- External shared walls
- Shared parking areas.



## General residents' responsibilities

We expect all residents to be considerate neighbours and be mindful of any activity which may cause noise, nuisance or any disturbance to others. However, we also expect residents to be reasonable and tolerant of each other.

In order to live harmoniously we expect all residents to:

- Keep all communal areas, both internal and external, clean, tidy and free from personal items. If using the communal areas, please clear away your belongings after use and store them within your own property
- Dispose of rubbish correctly and considerately; using the correct refuse facilities and recycling responsibly
- Dispose of large unwanted items and furniture by using local recycling sites/local authority collections
- Make sure that pets are kept under control and supervised at all times in communal areas, in line with our Pets Policy
- Park responsibly and considerately
- Abide by our No Smoking Policy in all internal communal areas, in line with our current legislation. Cigarette butts in the gardens and outdoor areas must be correctly disposed of.

# Communal Areas: Residents' Responsibilities

## Communal gardens

Communal gardens are for the enjoyment of all residents and we would ask that those who use the garden do so in a respectful way that does not impact negatively on their neighbours. With this in mind, there are some guidelines that residents should adhere to:

- We actively encourage residents to improve and enjoy any communal gardens but it is important all residents are consulted on any significant change to the use or layout of the garden by others. Therefore, no substantial physical alterations may be carried out by residents without consulting all other residents **and** seeking permission from PCHA. Substantial physical alterations include actions such as:
  - Removal or addition of turf
  - Changes to paving or hard landscaping
  - Changes to use of a specific area
  - Planting of trees or shrubs that have the potential to grow over 2 meters in height
  - Removal of any trees or large shrubs

**In these cases, we expect at least 75% of residents to be in favour of any changes.**

- No permanent fixtures, such as sheds or summer houses, are to be erected without PCHA's permission.
- No personal furniture can be put into the garden. It should be accepted that any furniture or other items in the garden are for the use of all residents.
- Whilst we encourage our residents and their children to use and play in communal areas, parents and guardians must take full responsibility for the safety and behaviour of their children. When using the communal areas, children must be supervised at all times and must not use the gardens in a manner which could cause nuisance or annoyance to others.
- Small and soft ball games are permitted in our communal areas for children aged five years and younger as long as those playing are considerate and supervised at all times. No ball or racket games are permitted for anyone over the age of five.
- Social events are only permitted if all residents are invited and there are no objections.
- The paved and lawn areas must not be used as an area to undertake building preparatory works or for maintenance to cars/other vehicles.
- No music to be played at a level that might disturb others.
- The use of the garden area during unsociable hours (10pm-8am) is also prohibited.
- All litter, waste and belongings are to be removed and/or disposed of appropriately
- Large play equipment (such as trampolines, swings, climbing frames, paddling pools or inflatable play equipment such as bouncy castles) are not normally permitted.

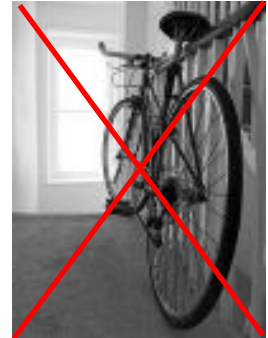
# Communal Areas: Residents' Responsibilities

## Personal items in communal areas

In order to keep our communal areas safe, all communal areas, both internal and external, must be kept clear from personal items and belongings. We reserve the right to request that any personal items in communal areas be disposed of or removed. This includes pictures, table, plants, doormats and shoes.

The following items are **not** normally permitted to be left in any internal communal area:

- Buggies and prams
- Mobility scooters
- Bicycles



## Pets

You must request permission from PCHA **in advance** of acquiring any animal or pet. We will not unreasonably withhold our permission but we will not normally grant permission for dogs unless you have access to a secure and self-contained garden. We do not allow pets to reside or wander in any communal areas and dogs must be kept on a lead when in any communal area. Residents are responsible for any pet and permission may be removed in the event your pet causes any nuisance to others. Please see our **Pets Policy** for further information.

## Parking in communal areas

All vehicles, including motorbikes, should be parked in a car park space where possible. All vehicles must be parked considerately. Any abandoned, untaxed or unauthorised vehicles on PCHA land may be moved by a third party following notice being served. The cost of this removal will be recharged to the resident/s responsible.



# Communal Areas: Residents' Responsibilities

## Household waste disposal and recycling

We want to ensure that our neighbourhoods and schemes are well-kept, clean and pleasant places to live. However, in order to achieve this, residents must take responsibility for the correct disposal of household waste and recycling.

We will work with local authorities to ensure that the correct waste disposal and recycling facilities are provided for our residents. However, we ask that residents dispose of their rubbish in a considerate manner, ensuring that the bin areas are kept tidy.

We will take action wherever possible against residents who dump waste or fly tip and recharge the costs of removal to the resident wherever possible.



## CCTV / Video recording doorbells

The installation of CCTV is not permitted. Installation of video recording doorbells (such as 'Ring') is not permitted on any door that opens into an internal communal area.

## Satellite dishes/aerials

You must obtain our permission, and that of your local authority (if necessary), before installing an aerial or satellite dish. Some properties are affected by the planning conditions and it is your responsibility to comply with these conditions. If we grant permission, the work must be undertaken by qualified and appropriately insured contractors. Most of our blocks of flats have a communal TV aerial, the maintenance cost of which is covered by your service charge.



## Smoking

Residents are permitted to smoke in their own property. However, smoking of any kind is **not** permitted in internal communal areas. Cigarette butts in the garden must be correctly disposed of.

## Further questions

If you have any further questions or comments, please contact us on 020 8659 3055 or [housing@pcha.co.uk](mailto:housing@pcha.co.uk).