



Your Neighbourhood



Better Homes • Stronger Communities

Living in your home

Everyone has the right to live peacefully in their home. Our communities are mixed with families, young people, working people and elderly people all living in the same neighbourhoods. Most people want the place where they live to be clean, safe, and free from nuisance of any kind.

Our aim is to work with residents to ensure the environment on our estates and in our properties is well maintained.

There are a number of things that North Lincolnshire Homes can do to help achieve this, but only by working with our customers.



Estate management

North Lincolnshire Homes provides a number of services to ensure the environment in our neighbourhoods is well maintained. These include:

- Graffiti removal.
- Litter picking.
- Clearing fly-tipped rubbish.
- Safe removal of drugs/needles.
- Removing abandoned vehicles.
- Communal block cleaning.
- Work on trees (within the boundary of the property) if the tree is dangerous or causing damage to the property.

Our staff regularly monitor all neighbourhoods to look out for any shared areas and garage sites that have become overgrown, had rubbish dumped on them or are being used illegally.



We want residents to take responsibility for their local neighbourhoods and report neighbourhood problems to us immediately so we can take steps to sort them out.

Our staff monitor neighbourhoods, to ensure tenants are not breaking their tenancy conditions, for example:

- Having untidy gardens.
- Causing damage.
- Unauthorised parking.
- Causing excessive noise.

We also carry out estate inspections with residents to

- Ensure standards are being maintained.
- Identify areas for improvement.
- Identify community safety issues.

To find out when the next estate inspection for your area is taking place, visit our website at www.nlhomes.org.uk or call us on 01724 279900.

Communal areas

We regularly check that all our communal areas are clean and safe. Where communal areas are not up to standard we will take necessary action to improve them. If we have evidence that tenants, their families or guests have abused communal areas, for example by dumping rubbish, causing infestation or acts of graffiti or vandalism, we will recharge the costs of the clean up or repair to the tenant concerned. We may also take legal action against them, which could put their tenancy at risk.





Gardens

We expect you to keep your garden clean and tidy at all times. Gardens that are overgrown or filled with rubbish are unsightly and attract vermin. We monitor all gardens and will take action if you break the conditions of your tenancy and fail to keep your garden to an acceptable standard.

If you struggle with basic gardening work due to poor health or a disability please let us know. We may be able to refer you to a Handy Van service.

Bulky household item collection service

North Lincolnshire Council provides a special collection service for up to three bulky household items such as TVs and furniture. They will provide only one free collection per property in any financial year (1 April - 31 March).

Any further requests for collections in the same financial year will be charged at £14 for up to three items.

Please call North Lincolnshire Council on 01724 297000 to arrange for the collection of any bulky items of rubbish.

Vermin and pests

If you think you have vermin or pests in your home it is your responsibility to deal with them. There are a number of ways you can do this but the best thing is to try and avoid getting the problem in the first place.

Keeping pests at bay

Modern, centrally heated homes can offer an especially inviting shelter during the cold winter months; open windows during the summer invites other pests to investigate possible food sources.

Store food securely in airtight containers. Do not leave food out uncovered and wipe surfaces clear of crumbs and spills.

Remove any materials from your garden that could be a nesting habitat for rodents such as piles of grass cuttings or long grass, and keep a sealable composting bin for your kitchen and other compostable waste.

If you like to feed birds keep the birdseed off the ground. Remove fruit fallen from trees from the ground as these can also attract rodents.

If you have a dog remove their faeces from your garden as they attract flies. Ensure dogs and cats are treated for fleas.

There are a few pests that can cause more than a nuisance and these should be dealt with because they can pose a risk to your health. Many household nuisance pests can easily be dealt with, for example mice, by using humane traps and pesticides available from High Street shops.

Sometimes it's best to call in pest control experts to solve a persistent problem; you would have to pay for this service yourself. You can do this by contacting the North Lincolnshire Council Environmental Health Department on 01724 297626/7 or a reputable pest controller.

It is only our responsibility to eliminate vermin and other unwanted pests from shared areas, such as communal areas in flats and sheltered schemes. If this occurs you should contact us immediately and we will deal with it.





Junk mail

One way of stopping junk mail is through the Mailing Preference Service. By registering your details free on the Mailing Preference Service web site, you can stop unwanted junk mail.

Alternatively, you can call **0845 7034599** (calls charged at local rate). Once people fill in the form, their details are removed from 95% of UK mailing lists.

In addition, you will need to write to the Royal Mail Helpline, Beaumont House, Sandy Lane West, Oxford, OX4 6ZZ to stop mail to 'The Occupier' or 'The Householder' from being delivered through your post box.

Visit us online
www.nlhomes.org.uk

Telephone Preference Service (TPS)

The Telephone Preference Service (TPS) helps you to make sure your telephone number is no longer available to organisations, including charities and voluntary organisations who may telephone you with offers and information you do not wish to receive.

This is a free service, to register call 0845 070 0707 or go to www.tpsonline.org.uk





No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的信思，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

TELEPHONE 01724 279900
FREEPHONE 0800 032 63 63

www.nlhomes.org.uk