

Keep clear & safe

Your guide to how we manage communal areas and what you can do to help



Communal areas are the spaces we all share. This includes hallways, landings, lifts, stairways and some outside spaces. It's everyone's responsibility to keep them clear and tidy.

It's important we all do our part

- **Make sure your belongings are all kept inside your home**
Whether it's small like a pot plant, or something much bigger like a mobility scooter or pushchair – if it's yours, please store it inside your home
- **Leave any repairs to the experts**
If you think the fire alarm or smoke detection systems are broken or faulty, get in touch and we will send out an electrician. That's part of our responsibility.
- **Please don't wedge fire doors open**
Even on the hottest summer days, let the doors close. If you need the doors open for a little while, maybe to bring your shopping in, that's OK, but please make sure you close them when you're finished.

Your safety is our top priority

We have an obligation to ensure your building meets fire safety regulations. This includes making sure everyone can escape the building quickly and safely in the event of an emergency – that's why we're working with you to keep communal spaces clear and safe.



*Keep your doormat
inside your home*

It may seem harmless to have a doormat outside your front door, and a bit strict of us to ask you to keep it inside your home. However, in an emergency situation like a fire, even the smallest doormat can become a trip hazard.

By keeping your communal spaces clear of personal items, you're being a good neighbour! You're helping:

- to reduce the risk of fire, as you've removed anything flammable
- to ensure escape routes are clear and unobstructed, because you've moved your belongings inside

This means you, your family and those around you can get to safety in the event of an emergency.

The same principles apply to communal gardens. You're free to use these spaces, but if you put up any equipment (like trampolines) please supervise children while they're using them and remember to take them down at the end of the day. Keeping communal gardens clear also means Grounds Maintenance can do their work, making sure your neighbourhood stays safe and tidy.

We'll be on site regularly to make sure stairways and other communal areas are free from people's belongings. If we do find any items we'll always try and speak to the owner before we temporarily move them.

If we are unable to speak to you or find that the items have been returned, we will serve a formal warning and take steps to permanently remove your items - **there will be a charge for us to do this**, and the longer you wait to reclaim your items, the more expensive it is to get them back. This is another reason we ask you not to leave anything outside your home!

We will be happy to answer any questions you have about keeping your communal spaces clear and tidy.

If you're concerned about any items that are currently being stored in the communal space that don't belong to you, you can informally let us know by emailing or calling us. Don't worry, we'll never share the source of this information with your neighbours.

Thank you for being a good neighbour. Making sure all communal areas are clear of personal belongings helps to **keep your family and those around you safe.**