



Clear Landings

Information for tenants and leaseholders

As a landlord we are dedicated to ensuring the health and safety of our tenants and operate a clear landings policy. Items left on stairways and in communal areas (e.g. doormats) can cause slips, trips and falls. Bags of rubbish and some other items may also be a fire hazard. We have a duty as your landlord to ensure residents' safety by making sure that escape routes are kept clear.

This leaflet tells you:

- About the council's clear landings procedure
- What the council will do
- What to do if your property has been removed

The Council's clear landings procedure

The council is responsible for making sure the communal (shared) areas in our blocks of flats and supported housing schemes are clear and free from trip or fire hazards.

The neighbourhood support officers regularly check the communal areas of our blocks to ensure they are clear and free from rubbish or other prohibited items. Any items found left in communal areas are removed, and the resident(s) responsible will be charged £40 which covers the cost of our staff and vehicle.

Personal items will be stored for one month to give tenants a chance to collect them, but items that are clearly rubbish will be disposed of immediately. All items will be photographed before removal.

Large items are treated as fly tipping and the resident(s) responsible may be fined.

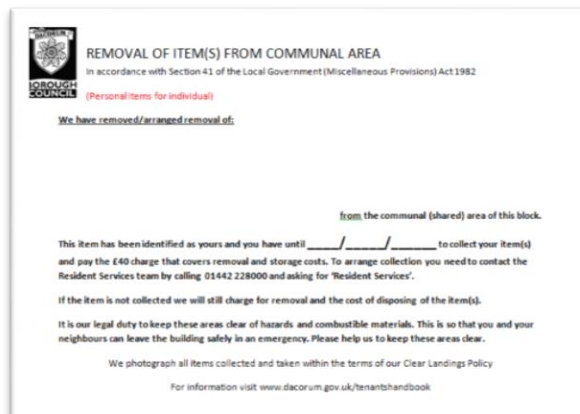
What the Council will do

The neighbourhood support officers conduct regular inspections of the blocks owned by the council. During these inspections, they check the communal areas are clear and free from fire or trip hazards as well as checking for rubbish. If they find an item left in the communal areas by residents, they photograph its location and try to identify the owner(s) or responsible resident(s), giving them the opportunity to remove it themselves without incurring a charge.

If it is not possible for the resident(s) to remove the item themselves, or they are out at the time of the visit, then a confiscation notice will be posted through the door and a charge of £40 will be raised for the removal of the item and its storage for up to one month.

What to do if your property has been removed

If the neighbourhood support officers remove your property from the communal area of one of our blocks, you will receive a notice detailing how you can arrange to collect your item(s).



You will also receive a telephone call from the recharges officer who will tell you how you can pay the charge. You may be able to pay this charge in installments, see the [Tenants' Handbook – Recharges](#) for more information.

For more information about our clear landings policy, please contact housing by telephone on **01442 228000** and ask for **Housing** when prompted.

If you wish to pay the removal and storage charge, please call **01442 228000** and ask for **Housing Recharges**.