

Report of: Director of Environment and Neighbourhoods Directorate

Report to: Outer South Community Committee

Date: Wednesday 9th July 2014

Housing Leeds Environmental Issues in Outer South

Housing Leeds recognises that environmental standards on our housing estates are a key priority for Members and tenants alike. We are taking positive and proactive action within the Outer South area to ensure that we manage our housing and environments to a high standard.

Improving environmental conditions leads to a range of improved outcomes for tenants and communities. These include, among others:

- Increased sense of pride in the area
- Increased sense of community
- Increased popularity of the area
- Reduction in property turnover
- Increased tenant satisfaction

Identification methods

We undertake quarterly walkabouts to assess environmental condition and identify any issues that require action. However, our Tenancy Management Officers are regularly out and about visiting tenants and estates and this gives them the opportunity to identify any issues requiring action. We also respond to Member enquires, complaints and feedback from TARA's.

Targeted approaches

Overgrown and untidy gardens – where the garden belongs to an LCC property focus is on providing support and assistance to those vulnerable or unable to carry out the works themselves, and ensure compliance with tenancy conditions where appropriate. Where the garden isn't part of a council property we will make contact, and involve environmental enforcement where appropriate.

Garage sites – we will clean up where required using environmental caretakers. Where investment is required applications are made to funding sources including Housing Advisory Panels (formerly Area Panel).

Grass cutting and shrub beds – where work has not been carried out in line with contract standards we escalate using the contract process including map references and photograph's as appropriate.

External property condition – repair orders raised or surveyor inspection arranged depending on the nature of the works. Issues identified can be used to inform priority for capital investment schemes.

Street sweeping and gully cleaning – liaison with locality teams and cleansing to ensure issues resolved, highlighting any recurring issues.

Signage – where signage is missing or damaged consideration is given to whether replacement required and replacement or removal ordered as required.

Parking – a range of actions are taken to deal with inappropriate parking which includes advice, leaflets, multi-agency approaches with Police, Highways, parks and countryside. Housing Advisory Panel bids can be used for schemes to prevent inappropriate parking, and capital schemes can be used to provide solutions.

Dogs and animals – we support responsible pet ownership in appropriate properties as outlined in the Pets policy. Nuisance issues that can arise include fouling, roaming, nuisance caused by barking or aggressive animals. We will take action where required and work with dog wardens where appropriate.

In Bloom areas – we will support In Bloom groups and identify potential In Bloom areas which leads to a significant improvement in gardens and areas in general. Housing Advisory Panel bids are used to support In Bloom groups take over and maintains areas.

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