

# **WICKHAM COMMUNITY LAND TRUST**

## **Residents' Handbook for Rental Homes**



**Nos 10, 11, 20 and 21,  
Houghton Gardens, Mill Lane, Wickham, PO17 5GT.**



Photographs by Brian Edgworth





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**WCLT's policies on the following areas are available on the WCLT website:**

**Home Standard Policy**

**Neighbourhood & Community Standard Policy**

**Resident Involvement and Empowerment Policy**

**Tenancy Standard Policy**

**Value for Money Standard**

**Complaints Policy and Procedure**

**Repairs and Maintenance Policy**

**Anti-social Behaviour Policy**

**Rent Standard Policy**

# Section 1

## Introduction to Wickham Community Land Trust

**What is Wickham Community Land Trust?** It is a not-for-profit, community-based organisation dedicated to providing affordable housing in Wickham.

Its aims are to provide housing for local people and those who work locally who cannot afford local market rents or prices and cannot achieve their housing aims through the social housing route.

**Wickham Community Land Trust's long term aims** are to provide housing for the community so that both this and subsequent generations can benefit. To protect this long term aim of providing permanently affordable homes, there is no 'right to buy' on the rental properties and shared ownership residents will only be able to 'staircase' to a maximum of 80% of equity.

**The Origins of Wickham Community Land Trust** The Bishop of Portsmouth's Kairos initiative in 2004 asked parishes to find out the needs of their communities and in Wickham this research showed that local people living and working in this village and surrounding area needed affordable housing. Wickham Community Land Trust was set up to meet that need and to step into the gap between social housing and the open market to provide 'intermediate affordable housing'.

Wickham Community Land Trust was established in 2008 as a charitable Company limited by Guarantee and was subsequently registered as a Charity and as a non-profit private Registered Provider of Social Housing.

**How is the Trust run?** There is a Board of Trustees drawn from the area and between them they bring a wide range of experience and expertise to the benefit of the trust. The Board is entirely voluntary.

### Houghton Gardens

The development of the twenty homes in Houghton Gardens came about through a development partnership between Wickham Community Land Trust and Hyde Housing.

Hyde developed the site and has retained 12 dwellings for their residents and the Trust has bought eight homes for their qualifying applicants.

### Day to Day administration

General administration of the Trust is carried out largely by the Chairman, Secretary and Treasurer, all members of the Trust.

With regard to management of the properties the Trust employs the services of Management Agent:

Byrne Runciman Estate Agents  
The Square  
Wickham  
Hampshire  
PO17 5JT

Tel: 01329 834579

Email: [info@byrnerunciman.co.uk](mailto:info@byrnerunciman.co.uk)

**Out of hours tel:** 01329 834579

Management issues such as tenancy queries, antisocial behaviour and matters relating to rental/service charge payments should be referred in the first instance to Byrne Runciman, (contact details above).

Matters such as changes in the size of your household or changes in your tenancy agreement should be referred to Wickham Community Land Trust (WCLT):



Correspondence address:

Secretary, Wickham CLT,  
PO Box 739,  
Fareham,  
PO14 9RH.

Tel. 074916 74887 (mobile)

Tel. 01329 834335 (landline – less  
regularly monitored)

e-mail: [contact@wickhamclt.org.uk](mailto:contact@wickhamclt.org.uk)



## Section 2

### Welcome to your new home

The Members of the Board of Trustees of Wickham Community Land Trust welcome you to your new home.

We hope the information in this handbook will help you to settle in well. This handbook provides information about your tenancy and other practical points and summarises information which is contained both in your tenancy agreement and the Trust's policies, copies of which are included at the end of the book.

Please keep the handbook in a safe place so that you can refer to it when you need to.

You will also find when you move in a folder giving details about the home and the equipment in it. Please retain this in a safe place as well and make sure that, when you leave the property, you leave it in the house for the next tenant.

#### When you move in

Please ensure you contact the appropriate agencies so that your move goes smoothly.

- Change your address with your bank, the DWP, your employer and any other service that you use.
- If you are receiving Council Tax Benefit or Housing Benefit, please tell the Council your new address and the date you are moving in.
- Contact your service providers, e.g. electricity, water suppliers and telephone company that you have changed address. Take a meter reading where relevant.

- Arrange home contents insurance for your own fixtures, fittings and personal belongings.
- Please get spare keys cut as we do not keep a supply.
- If you wish to fit a stronger lock at your own expense, please ask the Trust's permission. This will not be unreasonably withheld.

#### Insurance

Rental Properties only: the Trust's insurance covers the building you live in, but not the contents such as your personal belongings and furniture. You should take out a policy which covers the personal contents of your home against theft, fire, flood, accidental damage etc..

**We strongly urge you to arrange your own home contents insurance.**

#### Your new postcode:

PO17 5GT

You will need this when contacting your service providers and insurers.





## Section 3 Your Tenancy

### The first year

The starter assured shorthold tenancy will usually be for the first year of your tenancy. If you maintain your tenancy to our satisfaction, you will then be granted a five year assured shorthold tenancy, making six years in all.

During your first year we will try to visit you twice and give you any support or advice that you need to help you live in your new home.

If, however, there are problems during your first year of tenancy, such as anti-social behaviour or non-payment of rent, the Trust will invoke the 'break clause' and your tenancy will be ended.

### Security of tenure

We aim with the use of the starter tenancy agreements to keep the balance between your need for security and the Trust's aims and objectives.

A new five year tenancy can be offered at the completion of the first six year term. The Trust will give six months' notice if the tenancy is not to be renewed or a new tenancy granted but, if as the Trust intends, we have been working with you in a close and open manner, continuation or otherwise of the tenancy will have been discussed long before the six month period before the end of the fixed term tenancy.

### Joint Tenancy

A joint tenancy is where two adults sign the agreement and thus they are equally responsible for keeping to the terms of the agreement. This includes responsibility for paying the rent and service charges

and your behaviour towards your neighbours.

If the relationship between you, as joint tenants, breaks down and you decide to separate a) you will need to notify Wickham Community Land Trust and b) seek independent legal advice about your best course of action regarding the joint tenancy.

### Ending your tenancy

If the Trust is to seek possession at the end of the starter tenancy this decision will be formalised when a two month Section 21 notice will be served.

If you wish to end your tenancy you must give the Trust one calendar month's notice in writing. We will charge you rent up to the date the Trust decides your tenancy will end.

If you have a joint tenancy and only one of you is leaving, both of you must let us know so that we can arrange for the tenancy to be ended just for the person who is leaving.

### Leaving the property

When you tell the Trust that you are leaving the property, we will arrange for our Managing Agent to come and inspect it and let you know if any repairs or restoration works need to be made (you may be charged for any repairs that need making). This will give you the chance to put things right before leaving.

Your flat or house must be empty and clean when you leave. You must remove all your personal belongings from the property. We will charge you the cost of removing and storing your belongings if you leave anything behind, and these may be disposed of if we do not hear from you.



The local council may be able to get rid of large items you do not want.

- Please provide a forwarding address.
- Please close and lock all doors and windows when you leave.
- Please leave in the home the folder of information relating to the equipment in the property.
- Please return all sets of keys to our Managing Agent. If you do not, you will be responsible for paying the rent until you do. Keys will be accepted conditionally on the property being empty.
- Please contact your service suppliers and ask them to come and take a final electricity/water meter reading.

The Trust may have to consider matters of under-occupation in due course if, for example, a single person ends up living in a three-bedroom property.

### **Transfers and Exchanges**

These are not available under these tenancy arrangements.

### **Assignment**

Assignment is not available under this tenancy except as set out in the tenancy agreement. See also Succession below.

### **Succession**

The tenancy agreement provides for a single succession to a resident spouse or partner.

This means that your partner may have the right to succeed to your tenancy when you die, as long as:

- You have not already taken over the tenancy as a successor yourself;
- Your partner or spouse was living in the property as their permanent home at the time of your death.



## Section 4

### Rent, service and estate charges

As part of our rent and service and estate charge procedures, we will:

- Give you clear rent, service and estate charge statements;
- Reply to your questions about your rent or charges within 10 working days
- Require you to pay your rent promptly and we will help sort out any difficulties at an early stage
- Take all necessary steps – including legal action – to recover rent owed to us.

#### Rent Review

The tenancy agreement makes specific provision for rent increases, with the Trust undertaking to write to you at least one month before the increase is due to take effect. The rent will not be increased within 1 year of the previous increase.

#### How to pay your rent, service and estate charges

You must pay your rent, service and estate charges regularly in advance. At the start of your tenancy we will ask you which method of payment you want to use. You can decide to change your payment method at a later date.

#### Internet banking

If you want to pay on the internet you will need to obtain the relevant payment details from our agent, Byrne Runciman, Estate Agent.

#### Standing Order

You will need to get the appropriate forms from your bank and payment details from our agent. If you pay this way you are responsible for making any changes to the amount you pay, according to the current level of rent and charges.

#### Direct Debit

You can arrange to pay by direct debit through our agent. The amounts can be amended by us to take into account any rent increases. Any such amendments are notified to you in writing prior to being taken.

#### Cheque

We prefer you not to pay by cheque but if this is your preferred payment method please let our agent know.

#### **Difficulties with paying the rent**

If, for any reason, you have financial problems and are unable to pay the rent and service charge, please tell our Management Agent immediately. We may be able to help you by referring you to other agencies who will be able to help you come to an agreement with the people to whom you owe money and can check that you are getting all the benefits to which you may be entitled.

If you are in the process of making a claim for Housing Benefit/Universal Credit, we understand that this will take time. However, we may need to begin action against you if the delay is as a result of something you have or haven't done (for example if you have not given the Department of Work and Pensions and/or local authority all the evidence they need to process your claim).

#### **Estate Charges and Service charges**

These are charges on top of your rent. Your tenancy agreement refers to these.

#### Estate Charges



Hyde will charge WCLT for estate maintenance (such as grounds maintenance and lighting) and we will recharge you, our residents, for these costs through the Estate Charge.

#### Variable Service Charge

This charge will cover items which fall outside the Estate Charges and within the Trust's responsibilities.

These will be charged in accordance with your tenancy agreement. At the end of the financial year, the statement will show whether the scheme has over or underspent.

The service charge has to be set each year. There is an estimate of the services which we will provide in the coming year and their costs. We do aim to keep costs down and provide value for money.

We send residents details of the service budget, broken down into clear headings. We will do this in February so that the new charges can start from the following April. A covering letter will show how much you will pay and when you must pay it and we will consider feedback before we agree the budget.

Within six months of the end of the financial year, we will send you a statement showing the actual cost of our services in the previous year, broken down under the same headings as used in the budget. The statement will show any repayments or overpayments due and will either be certified or independently audited

#### Sinking Fund

In order to plan for large and maybe unexpected expenditure, the service charge will include a small but regular collection for such items and put the monies in an interest-earning bank account until they are needed. We refer to

this account as a "sinking fund" and you will receive a separate sinking fund statement with your service and estate charge statement.

#### Management Fee

This covers the cost of working out and managing the service charge; also costs of any auditors appointed by us in connection with the service charges.

#### Consultation

We will regularly consult residents about the services provided.

We must consult you when our spending is over a certain amount. For repairs to the building, the amount is £250 per property. For long term contracts the amount is £100 per property.

#### Payment of the Estate and Service Charges

You must pay your rent, estate and service charges regularly in advance. At the start of your tenancy our Managing Agent will ask you which method of payment you want to use.



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Charity Registration No. 1134897; Co. No. 6608621; HCA Registered Provider 4692

## Section 5

### Your obligations

#### This is your home

You will be expected to use your home for private residential purposes only, as your principal home.

You are not allowed to operate a business at the property which may cause a nuisance or annoyance to other residents in the neighbourhood.

#### Sub-lets and lodgers

You may take in a lodger, provided that you do not grant a sub-tenancy. In doing so you will need to be aware of the limit (in your tenancy agreement) to how many people can regularly reside at the property. Also, if you are considering taking in a lodger, please notify the Trust of the name, age and sex of the intended lodger and the room(s) he or she will be occupying.

#### Time away from home (Rental Properties)

Please can you inform the Trust in writing and if possible in advance, if you are going to be away from your home for 28 days or more. There can be insurance implications if properties are vacant for more than a certain number of weeks. Furthermore, please see Abandonment in the Tenancy Standard Policy (Appendix 4) where a tenant can be deemed to have abandoned the property or is no longer using it as their principal home the tenancy is no longer assured.

#### Holidays

Before you go away:

- Make sure you have made arrangements to pay your rent before you go
- Turn the water off at the mains and unplug electrical appliances that

will not be in use while you are away

- let our management agent know too if you are going to be away for 28 days or more
- Please ask a neighbour to keep an eye on your home while you are away
- Make sure you lock all windows, doors and garden gate before you go.

#### Parking

We would urge you to use the parking spaces allocated to your property and not to block local roadways or access with parked cars, un-roadworthy vehicles or other obstructions.

Please note that there are restrictive covenants on the properties against

- the parking of any commercial vehicles exceeding 15cwt except where necessary for deliveries or collections
- The keeping or parking of any caravan or boat, horsebox or trailer on any part of the property.

#### Decoration, Repairs and Maintenance

Please refer to Section 7 below on Repairs and Maintenance.

#### Special points for Residents of Flats

Noise travels easily between homes, especially between flats. Please limit the noise you create from things such as your washing machine, television or stereo, particularly during unsocial hours (early in the morning and late at night).

You will be breaking the conditions of your tenancy if you carry out any activity that causes a genuine nuisance to your neighbours.



## Section 6

### Practical points about your home and garden

#### Attic

Please note:

- The attic is not load-bearing
- The attic cannot be boarded because of the insulation there
- Please be very careful not to disturb any of the Heat Recovery System pipework – this can stop the system operating correctly.

#### Central Heating

You will be advised how to set this when you move in. It is important for you to note that if you set any of the radiators on a high setting they are extremely expensive on your electricity consumption. Adjust your heating to heat your home as you need it – not 24 hours a day.

It is recommended that the best position on the radiators is at 2 or 2.5.

Ensure that you allow the heat exchange system to work properly and to work in conjunction with your central heating. See Heat Recovery below.

Recommended Room temperatures are:

- Living Room – 21°C maximum, 18°C recommended as a healthy temperature where children are present
- Bedrooms - 18°C maximum (but lower at night)
- Bathroom – 24°C maximum
- Kitchens - 18°C maximum.

#### Electricity Consumption

Please take time to learn how to make effective use of the equipment in your home, especially the heat exchange

system referred to below. This will help you to keep your bills low.

#### Electrical Safety Checks

From June 2020 all private Landlords in England are required to have a periodic inspection carried out on the installations in their rental properties every five years.

The Trust has carried out the first round of testing in 2020 and will make arrangements for future inspections in due course.

If you have a faulty electrical system or concerns about your system, please report this to Managing Agent as soon as possible and if an emergency, use the emergency number provided.

Please do not attempt to fix any electrical faults yourself or use an electrician even if they are fully registered. All repairs are the Landlord's responsibility.

#### Heat Recovery Unit (MVHR)

This unit is housed in the loft. See also Central Heating above.

The ceiling vents must all be left open. The heat exchange unit needs to be able to work in conjunction with the central heating to distribute heat and moisture in the house. Using it properly should ensure adequate heating and reduce condensation. If it stops working or is not working properly do report this.

There is a leaflet in the folder in your house which gives you information about your MVHR unit and any requirements to clean filters etc (you can do this with a vacuum cleaner). An annual service will be arranged.



## Rats

There are rats in the surrounding fields and hedgerows, please be careful about leaving out anything that can attract them into your garden and control any nests in your garden. Report any nests in communal areas to the Managing Agent.

## Smoke Alarms

To keep your smoke alarm in good order you should test it once a week by pressing the test button until the alarm sounds. Your smoke alarms are hard-wired into the house.

## Television

### Television Aerials

There is television cabling in the attic. **Please note** the loft is not load-bearing.

### Television Aerials for Flats

A shared aerial has been provided.

### Wall mounted televisions

These must be fixed by a competent tradesman using a TV bracket recommended by the manufacturer. **Please ensure that any drill holes do not 'go through' and pierce the wall insulation.**

### Satellite Dishes

These must be fixed by a competent tradesman.

The dual cable for a Sky dish should be pulled through the eaves and fixed with care to the brickwork. On some homes the dual flex is already available at ground level.

**Please ensure that any drill holes do not 'go through' and pierce the wall insulation.**

## Waste and recycling

A three section bin is provided for you in one of your kitchen cupboards enabling you to separate your waste.

A compost bin is provided in the gardens for garden waste and household peelings.

## Waste and Sewerage System

Please take great care about what is disposed of down the toilets.

The site is provided with sewage tanks and macerating pumps which we share with the surgery on the adjoining site.

The system is designed to deal with **effluent only**.

**Please do not flush down any of the following:**

- **Excessive quantities of paper**
- **Nappies**
- **Sanitary towels**
- **Condoms**
- **Rags**
- **Any wipes eg. Make-up or Baby**
- **Tampons.**

The system is maintained by Southern Water who should be contacted the event of a breakdown.

## Water Consumption

Your home is connected to a water meter – the brown wall-mounted box on the wall of the property.

To keep your use of water down:

- Use the water saving flush button on the WCs
- Showering uses less water than bathing
- Wait until you have a full load before using the washing machine
- Set the washing machine to energy saving settings and temperatures



- Water butts have been provided in your gardens for watering plants.

### Water Heating

The solar panels fitted to your roof are there to assist with the heating of water.

They are serviced annually. The water pressure valves of the hot water system (in the airing cupboard) and for the cold water (under the sink) will also be checked at the same time.

There is an immersion heater in the same cupboard as the hot water tank with which you can top up the heat of your water.

## Section 7 Repairs and maintenance

### Repairs

**Please report repairs to Byrne Runciman.** They will be classified as in the guidelines below for time limits for carrying out the repair:

Emergency – 24 hours

Urgent – 7 days

Routine – at our discretion, but generally within 28 days.

Byrne Runciman Estate Agents  
The Square  
Wickham  
Hampshire  
PO17 5JT

Tel: 01329 834579

Email: [info@byrnerunciman.co.uk](mailto:info@byrnerunciman.co.uk)

Out of Hours tel: 01329 834579

Response times may be affected by when the repair is reported, i.e. whether it be a Sunday or a Bank Holiday but we will do our best to take into account tenants who

have special needs or those with very young children.

For clarification, repairs will fall into the following categories:

#### Emergency:

- Serious floods or leaks
- Total loss of water or power supply
- A dangerous broken window
- A blocked toilet, where there is only one toilet in the property
- Total loss of heating in winter
- Making a property secure (such as after a break-in).

#### Urgent:

- Partial loss of water or power supply
- Minor leaks
- Removal of racist or other offensive graffiti
- A blocked toilet (where there is more than one toilet in the property)
- No hot water
- No heating
- Loss of roof tiles that can cause rainwater to enter the property.

When you report a repair to our agent, they will notify you of who will be doing the work and when, and we ask that you co-operate in providing access to your home.

For Routine and Non-urgent Repairs please see the Repair and Maintenance Policy at Appendix 7

### Maintenance

The Trust is responsible for maintaining and repairing the structure and outside of the properties and shared areas.

- Foundations, roofs, chimney stacks, outside walls, window sills, window frames, gutters and outside pipes.





- Inside walls, skirting boards, door frames, doors, plasterwork, ceilings and floors
- Fitted cupboards and kitchen units (if provided by us)
- Hobs and ovens/cookers if provided by WCLT
- Cooker hood if provided by WCLT
- Pop-up, sprung or push button bath/basin plugs if provided by WCLT
- Access routes including pathways and steps, boundary walls, fencing, and gates
- Outbuildings, if provided by WCLT
- Painting outside as part of WCLT's maintenance programme.

You are responsible for small jobs inside your home, such as:

- Replacing plugs in sinks and bathroom (unless covered in section above), washers in taps, toilet seats and shower hoses
- Replacing parts/batteries/bulbs in lights and doorbells
- Replacing broken glass to doors and windows
- Replacing keys and locks, cupboard catches and hinges
- Treating household pests and infestations
- Replacement of filters in ventilation systems and cooker hoods
- Clearing blockages in waste pipes and toilets due to lack of care

- Maintaining private garden and your side of the garden hedge (if applicable)
- Making minor repairs to fencing
- Making minor repairs to plaster (e.g. filling in small holes/cracks prior to decorating)

A more comprehensive list is available in the Repair and Maintenance Policy

### **Charging you for repairs**

In certain circumstances you are responsible for paying the cost of repairs. A more comprehensive list is given in Appendix 7 but here are some examples:

- If you, members of your family or visitors have damaged or misused fixtures and fittings;
- If repairs are needed as a result of your redecorating or making changes to which we have not agreed
- An electrical fault caused by your own appliance
- Damage caused by police forcing their way into your home as a result of you refusing to let them in. If the police force their way in through no fault of yours, we will charge the police the cost of the repairs.

### **Access to the property**

The Trust or its agent or contractor need to be able to go into your home from time to time to inspect or repair the property or to carry out safety checks. The Trust undertakes to contact the tenant and arrange a suitable time to visit.



The Trust may also have to enter your home without your permission in extreme emergencies such as a flood or fire. The tenancy agreement gives the Trust the right to do this without the tenant's permission or where you are not available to let the Trust or their agent or contractor in.

### **Decoration**

There is an obligation on you to keep the interior in good condition and in good decorative order. Any redecoration must however be in neutral colours such as whites and beiges.

### **Carpeting**

It is important not to block or reduce the air gap under internal doors due to the operation of the Heat Recovery System.

### **Alterations**

Tenants may carry out qualifying improvements: that is to say a) where that alteration is clearly seen as beneficial and b) one which has received the prior written consent of the Trust.

Any tenant who wants to carry out an alteration must **first of all apply to the Trust in writing** detailing the work they wish to carry out. The Trust's written approval must be given before any works can begin. It should be noted that although an alteration may be acceptable in principle, it may still be rejected on a number of grounds, such as:

- It is out of keeping with the rest of the dwelling
- It will be unduly expensive to maintain
- It would make the dwelling difficult to let in the future

- It would be unsuitable for possible future occupants
- It is one that the Trust expects to make within a reasonable time.

### **Special Points for Flats**

Laminate flooring in Flats is not recommended because of the noise this can create for other residents.

If you are contemplating any alterations and certainly before you start any alteration work whatsoever, **please make sure you read the Repair and Maintenance Policy and Procedures.**



## **Section 8 Communal areas and play areas**

land will be passed on to all resident on the joint site through service charges unless we can identify the person who is responsible and prosecute them.

Both the Trust and Hyde would like all their residents on this joint site (referred to as the Estate in your tenancy agreement) to safely enjoy the communal grounds in which the houses sit.

### **Use of Communal Areas**

All residents are asked to consider whether or not communal area activities will create a nuisance or pose a risk to the safety of themselves and others.

Consideration should extend to the use of play equipment and cooking equipment (barbecues etc.) Residents must ensure that hazardous equipment is properly supervised at all times, limited to personal and family use unless with the express permission of other parents/guardians and cleared away when not in use.

Residents are not permitted to carry out any commercial activities on the communal areas without the expression permission of Hyde and Wickham Community Land Trust. This requirement extends to (but is not limited to) hired play equipment (bouncy castles, trampolines etc.) and the sale of food and other goods.

### **Dumped Rubbish**

You must not leave any rubbish or unwanted bulky items in communal areas. If you need to dispose of large or bulky items please contact the local council's environment department to find out about their rubbish collection schemes. Many local councils run free bulky waste collection schemes.

We shall take action against any person who is found dumping rubbish on our joint site. It is a criminal act and those found responsible could face prosecution. The cost of removing dumped rubbish from our



## Section 9

### Anti-social behaviour and harassment

It is the Trust's fervent wish that our residents will live happily alongside their neighbours. However, should you experience any difficulties we can help if you need support or believe you are being disturbed or threatened in any way.

The government defines anti-social behaviour as: "a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household"<sup>1</sup>.

It can range from inconsiderate parking, noise and dumping rubbish, to acts of violence.

Firstly both Hyde and the Trust would encourage any resident experiencing anti-social behaviour to sort out the problem informally by talking politely to their neighbours. If this is not possible, please contact us for help.

There are many different forms of anti-social behaviour of which these are just some:

- Noise nuisance (e.g. loud parties, shouting, noise from TVs, radio, Hi-fi's and burglar alarms)
- Intimidations and harassment
- Local environmental quality issues (e.g. fires, litter, dog fouling, graffiti, fly-tipping and nuisance vehicles)
- Aggressive and threatening language and behaviour
- Actual violence against people and property

- Hate behaviour that targets members of identified groups because of their perceived differences (e.g. race and ethnicity, gender, age, religion, sexual orientation, mental health or disability)
- Using housing accommodation to sell drugs, or for other unlawful purposes.

You, our residents, are responsible for making sure your household, your family and friends do not act in a way which disturbs your neighbours.

For more detail, please see the Anti-social Behaviour Policy attached as Appendix 8.

#### Domestic Abuse

Domestic abuse is any incident of threatening behaviour, violence or abuse between adults who are or have been in a relationship together, or between family members, no matter what their age, sex, race or sexuality.

We appreciate that it can be difficult to ask for help, but if you are a victim of domestic abuse, or you are concerned that a friend, relative or neighbour is being abused, please contact Victim Support on 08081781641 or the Police who have specialist domestic violence units.

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<sup>1</sup> Crime and Disorder Act 1998



## Section 10

### Wickham Community Land Trust's Standards

We have set standards for our service to you with the aim of providing a good quality service and meeting your needs as best we can within available resources.

These standards are set out in the policies on our website. You can request paper copies of these by phone or email.

#### Home Standard

We recognise we have responsibilities to keep the homes in a reasonable state of repair and to maintain a balance between responsive repairs and planned maintenance. We give more detail about this in Section 7 on Repairs and Maintenance. Our Home Standard Policy is available on the website.

#### Neighbourhood and Community Standard

We undertake, with Hyde, to maintain the upkeep of the neighbourhood and external communal areas to a reasonable standard and to be responsive to residents' feedback.

We will work in partnership with residents and in co-operation with Hyde, public bodies and other relevant partners to help promote social cohesion and a sustainable community.

Our Neighbourhood and Community Standard is available on the website.

#### Resident Involvement

Wickham Community Land Trust is a small local charity working with you, our residents, within the same community. Resident involvement will be integral to the Trust's operation.

Meetings are held by WCLT at least once a year so that trustees can meet with you and get feedback, seek your views and bring you up to date on any ongoing matters of concern.

For other points please see our Resident and Empowerment Policy.

#### Tenancy and Shared Ownership Standard Policy

In allocating its homes, the Trust undertakes to meet the housing needs of its qualifying applicants, to make best use of its available housing stock and contribute to the public benefit of Wickham and to its sustainability as a community.

#### Rental Properties

The Trust will offer and issue fixed-term tenancy agreements, providing reasonable security to tenants while being compatible with the aims of the charitable trust and the needs of the community.

Tenancies will be granted on the assumption that the tenants' need for intermediate housing will be periodically reviewed. The review process should work both ways: enabling the Trust to review the householder's needs and for the tenant to assess whether or not the property continues to meet their needs. There is more detail about your tenancy agreements in Section 3 and in the Tenancy and Shared Ownership Standard Policy on the website

#### Value for Money Standard

The full policy is on the website

#### Feedback and Complaints

The Trust will be interested in your feedback and complaints and will use that information to help it to improve its service to you where it can and help it to identify



strengths and weaknesses and to anticipate other issues which may arise. We welcome all comments and complaints and can assure you that your rights will not be affected and your complaints will be handled with discretion.

Please note, Wickham Community Land Trust will not act upon anonymous letters.

The Trust's Complaints Policy and Procedure is on the website.

On matters regarding management of the properties, repairs & maintenance, your first contact should be with our Management Agent:

Byrne Runciman Estate Agents  
The Square  
Wickham  
Hampshire  
PO17 5JT

Tel: 01329 834579

Email: [info@byrnerunciman.co.uk](mailto:info@byrnerunciman.co.uk)

Our contact details:

Wickham Community Land Trust,  
PO Box 739,  
Wickham,  
PO14 9RH.

Tel: 074916 74887 (mob)

Tel: 01329 834335 (landline – less regularly monitored)

Email: [contact@wickhamclt.org.uk](mailto:contact@wickhamclt.org.uk)

