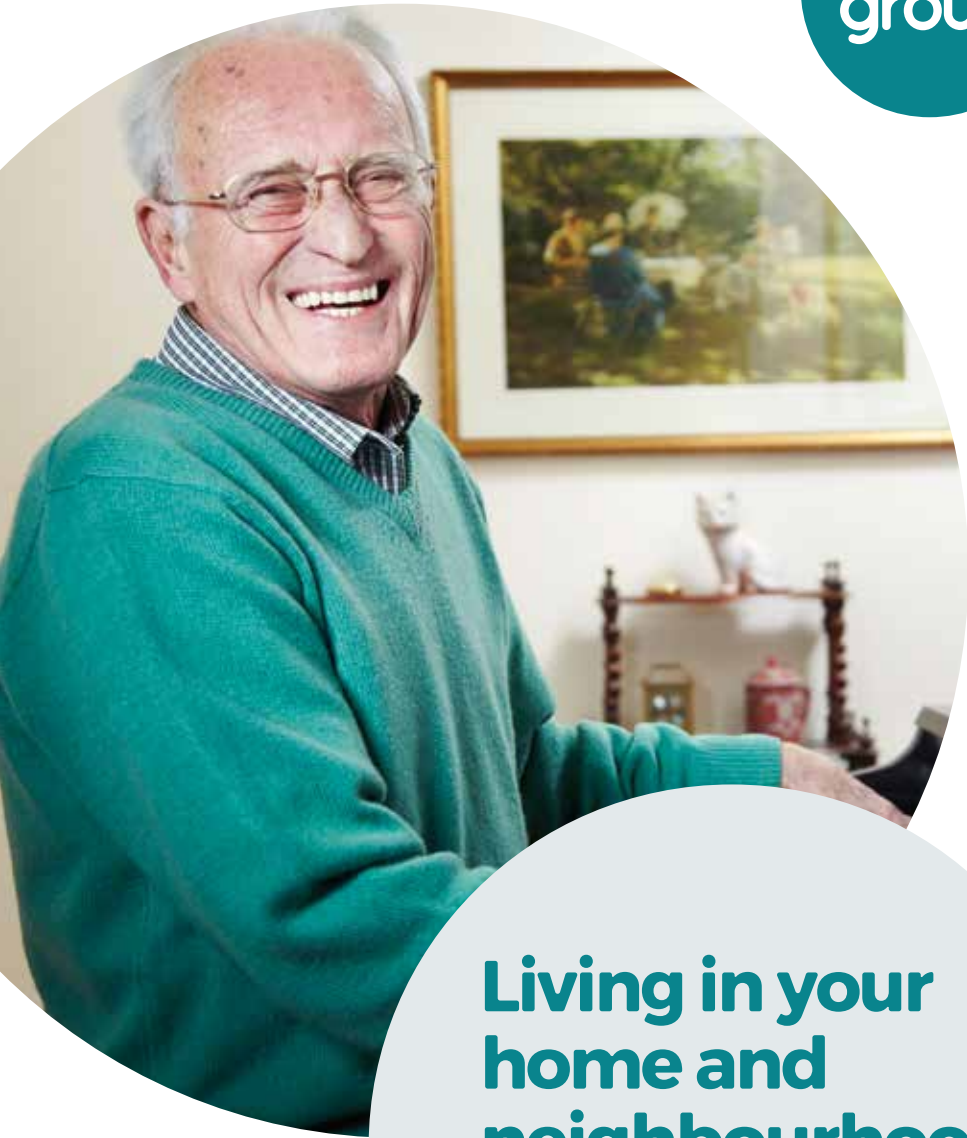


The Home Group logo consists of the words "home" and "group" stacked vertically in a white, lowercase, sans-serif font, centered within a teal circular background.

home
group



Living in your home and neighbourhood

Customer guide

www.homegroup.org.uk

Living in your home and neighbourhood

Most of our customers are thoughtful neighbours and would never want to cause a nuisance to those living nearby.

However it's important to know what your responsibilities are and what help is available if you ever experience difficulties in your community.

Remember that you're responsible for the behaviour of your pets, friends, family and visitors to your home.

Anti-social behaviour

We're committed to working with partner agencies to deal with anti-social behaviour. Working together with you we can improve the quality of life for all customers and create safer neighbourhoods. We aim to work closely with you and other organisations to make sure the right action is taken at the right time.

Anti-social behaviour covers a wide range of actions, from minor disputes between neighbours to severe nuisance, harassment and domestic abuse.

Activities that make up anti-social behaviour include:

- illegal and immoral behaviour – alcohol-related, drug dealing and misuse, prostitution
- nuisance – graffiti, litter, noise nuisance, gardens, car problems

- violence or harassment – assault, domestic violence or abuse, racial harassment, sexual harassment
- youth nuisance – abuse, gangs, noise

Your tenancy agreement is a contract between Home Group and you. It grants rights and responsibilities on both sides. You have the right to live peacefully in your home, however you also have a responsibility to ensure that you, your family or visitors do not cause nuisance or harassment.

What to do if you experience anti-social behaviour

Ask yourself if your neighbour just has a different lifestyle. Their behaviour may not be unreasonable. If you feel comfortable, you could talk to your neighbour directly. This often settles problems at an early stage.

This may include things that you will need to do, for example taking part in mediation, keeping a nuisance diary or being prepared to act as a witness if legal action is required.

What you can expect from us

We will offer a range of support and advice to try to resolve your complaint.

This may include:

- allocating a specific person to manage your case
- arranging a visit (if needed) with you within one week for general cases and one working day for serious cases of harassment or violence
- giving you an incident diary
- advising you of your rights and responsibilities
- involving you in the development of an action plan
- carrying out regular reviews with you of action taken
- referring you to a mediation service

Action

We work with partner agencies to address all forms of anti-social behaviour in a sensitive yet robust way. We ensure that what we do is appropriate and proportionate to the incident.

Pets

If you would like to keep a pet, you must ask permission from us. You can usually keep two uncaged domestic pets if you live in a house or ground floor flat with a self-contained garden. You will not usually be able to keep a cat or dog if you do not have a garden, however there may be exceptions to this, for example guide dogs.

Pests, vermin and infestations

Infestations of pests like ants, wasps or mice can be a common problem. If you have a pest problem you should contact the environmental health department of your local council. They will be able to put you in touch with a pest control expert who can properly deal with the problem. You will usually have to pay for this service. We will not normally deal with the infestation for you.

We will repair any structural damage caused by pests and vermin or do work needed to stop pests getting into your home. For example, if mice get into your home through gaps in the walls, we can block these up. However, we cannot start the repair work until a pest control expert has dealt with the infestation.

Rubbish and waste disposal

It is your responsibility to dispose of your rubbish properly. All rubbish must be placed in the containers, bins or recycling boxes provided by the local council. Rubbish should not be dumped in your garden or communal area.

Contact your local council if you need to dispose of any furniture or white goods like a washing machine or fridge freezer. They will tell you what you need to do to get the items taken away. There may be a small charge for this.

You should contact your local council to check arrangements for disposing of rubbish. They will be able to tell you what days you should put your rubbish out, where to place it and any recycling arrangements that are in place.

Parking

Car parking is often restricted. On most estates, parking is not allocated, unless your home has its own driveway. In some areas we have to restrict the number of vehicles you and your household can park on an estate. You have no guarantee of a parking space unless one is specifically detailed in your tenancy agreement.

Please do not park commercial or heavy trade vehicles, caravans or boats in the parking areas or on the roads.

In extreme cases, where parked or abandoned cars cause a nuisance, we will work with the local council and the police or take our own legal action against the person responsible. This could lead to this person losing their vehicle or even their home.

Contact us

There are many ways to find answers to your queries, report repairs and make the most of being a Home Group customer.



Download the Home Group app

The best way to report non-emergency repairs. Search for Home Group in your app store.



Website

Visit us online to view your rent statement, make a payment, view and update your personal details, or use live chat to report a repair.

www.homegroup.org.uk

Call us on 0345 141 4663

To report a repair, make a payment, or to make any other enquiries.

Let's get social

