

Keeping your garden and neighbourhood clean, green and pleasant.

Our Commitment

Sentinel Housing Association is committed to keeping your neighbourhoods clean, green and pleasant for everyone.

Your responsibilities:

Gardens

- You are responsible for keeping your front and back gardens tidy and free from rubbish, as this helps keep the neighbourhood a pleasant place to live
- You must maintain all plants, shrubs, hedges and trees in your garden
- You must not cut down or remove any established trees or boundary hedges or fences without prior permission from Sentinel
- You must not make any alterations to your garden such as laying hard standings, decking or patio's without prior permission from Sentinel

External and communal areas

- You are not allowed to damage or cut down trees or shrubs that form a boundary with another property
- You should not put up hedges, shrubs, walls or fences in open areas
- You must use shared areas and lifts in a reasonable way
- You must not obstruct corridors, staircases, balconies or lifts, or use shared areas for storage
- You must not throw any item from any landing, balcony, corridor or window
- You must not allow children to play in shared areas that are not designed for recreation.
- You will be responsible for cleaning shared areas, unless this is provided as a service for which you are charged

Household waste

- Put your household rubbish in the bins provided or down the rubbish chutes
- Take bulky items or rubbish to a landfill site or for a small charge - your Council will remove bulk items such as old furniture. You will need to phone them to arrange a collection.

Basingstoke and Deane Borough Council - 01256 844844

Hart District Council - 01252 774442

Rushmoor Borough Council - 01252 398399

- Clean up after your dog
- Let us know if you see anyone dumping rubbish in your neighbourhood
- Use the recycling facilities available in your neighbourhood

Our responsibilities:

Mobile Caretaking Service

We employ caretakers to help us maintain and clean some of our neighbourhoods each day. This service is provided on top of the work carried out by our cleansing or grounds maintenance contractors.

The caretakers are responsible for:

- Sweeping larger shared areas
- Cleaning and tidying refuse chutes and bin areas
- Removing or reporting graffiti
- Checking for and removing dangerous rubbish
- Checking estate lighting and changing shared light bulbs
- Changing garage locks where necessary
- Moving dumped rubbish to a safe storage point and arranging for its removal

Our caretakers are an important part of the community. They are our eyes and ears in your neighbourhood and will report problems such as abandoned cars, vandalism and repairs in communal areas.

Working together:

Pride in Your Place Walkabouts

Help make your neighbourhood a place to be proud of by joining forces with Sentinel and other community agencies on a Pride in your Place walkabout.

During the walkabout, you can point out the things that concern you, such as graffiti, fly tipping and abandoned cars. You can also rank your neighbourhood by scoring it from one to five. This will help us to prioritise any work that's needed.

After the walkabout, we'll send you a Pride In Your Place update, so you know what was found and what we'll be doing about it.

If you would like
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in large print, braille or translated please contact the
Customer Service Centre on
0800 195 5515 from a landline or
0300 666 5515 from your mobile.

