



Title: **Estates Management - Group Procedure**

Business Function: **All Functions across Sanctuary Group**

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General Information

1. Objective of this procedure

- 1.1 The overall aim of the procedure is to ensure Sanctuary's housing stock, and the surrounding environment are managed and maintained effectively to the highest possible standard with a focus on right first time. This will ensure that customers can live in peaceful, secure, safe, clean, and tidy neighbourhoods.
- 1.2 The procedure is only applicable to Sanctuary owned housing stock, which is deemed to include Affordable Housing, Independent Living, and Sanctuary Supported Living (SSL) schemes. Sanctuary will always be proactive and work with external stakeholders to ensure wider communities, properties, buildings and surrounding spaces and environments are managed and maintained effectively.

2. Legislative/Regulatory context

- [Equality Act 2010](#)
- [The Housing Act 1985](#)
- [The Housing Act 1996](#)

3. Responsibilities for implementation

- 3.1 The Director of Property Services is responsible for ensuring the overall adoption of, and adherence to this procedure.
- 3.2 All relevant Directors, Heads of Service, and Regional Operations Managers are responsible for ensuring that the processes are applied consistently across the business.
- 3.3 All staff working within Property Services, Sanctuary Housing and SSL are responsible for ensuring adherence to this procedure.
- 3.4 Associated guidance is reflected on [Pulse](#) to ensure that all staff can access detailed processes in an easy and timely manner.

4. What's new - What's different?

- 4.1 November 2025 - Formal review, in line with the procedure review cycle. Document has been aligned with the [Housing Management of Estates - Scotland Policy and Procedure](#) for consistency across services.

5. Definitions

- 5.1 The following definitions aim to support the user's understanding of this procedure.

<i>Estate/Scheme</i>	A specific location or area such as a neighborhood where Sanctuary has responsibility for delivering housing management services and maintaining properties.
<i>Customer Hub</i>	The Customer Hub is responsible for supporting Housing Management and Property Services in delivering effective services. It is also responsible for the first point of contact for customers reporting repairs and housing-related questions.
<i>Sanctuary Supported Living Schemes</i>	SSL provides housing and support services to help people live independently. Their schemes offer tailored care for individuals with mental health needs, learning or physical disabilities, older adults, and those facing homelessness or other challenges; supporting wellbeing, independence, and inclusion in safe, secure environments.
<i>Sanctuary Independent Living Schemes</i>	Sanctuary Independent Living schemes offer purpose-built rental properties exclusively for older people, supporting comfortable, secure, and independent living. Eligibility is typically for those aged over sixty years, or over fifty-five years, if receiving Personal Independence Payment (PIP) or Disability Living Allowance (DLA).

Detailed Procedures

1. Estate inspections

- 1.1 Sanctuary Housing (excluding SSL) undertakes a program of regular inspections on its estates to monitor the condition of the estate and identify follow-up actions for improvements. This program may be agreed with Managers or dictated by garage inspections that need to be completed for insurance purposes.
- 1.2 Housing Officers are also encouraged to complete inspections outside of scheduled programs, when visiting an area for other duties. An inspection may also be prompted by the Weekly Block Inspection reports that Housing Officers receive from Estate Services, which identify issues in communal areas. Inspections include monitoring the following:
 - caretaking - litter and internal communal areas;
 - gardening - individual properties;
 - gardening - communal areas;
 - exterior of buildings;
 - refuse - bulky rubbish and provision of bins;
 - parking;
 - evidence of vandalism or antisocial behavior (ASB);
 - pathways, stairwells and signage;
 - outstanding repairs to communal areas;
 - poorly maintained boundaries;
 - poor performance of grounds maintenance contractors;
 - the condition of the garage areas, allotments and play areas; and
 - the condition of lighting on estates.
- 1.3 Please refer to the following guidance for further details: [Estate Inspections - England](#).
- 1.4 Involving customers
 - 1.4.1 Where possible, staff should also carry out estate inspections with customers, local councillors, and police to provide opportunities to participate in identifying issues and concerns or actions to improve the neighbourhood.
 - 1.4.2 This can be done in response to a request from a customer (on an ad-hoc basis), or if an estate inspection is being arranged according to a schedule, customers can be invited to attend.
 - 1.4.3 This should be done by advertising all scheduled inspections with the date and time of the estate inspection on office and scheme noticeboards, newsletters or other digital platforms.
 - 1.4.4 Staff may consider writing to individuals in an area in advance of an inspection to invite them to attend, but this is not mandatory.

- 1.4.5 Each Region will identify a number of tenants led inspections to be carried out on its schemes that year. These will be agreed on regionally and arranged through the Head of Neighbourhoods and Resident Engagement team. These inspections will be supported by teams from Housing, Estates and Property Services as well as the Building Safety Team, in cases affecting High Risk Buildings (HRBs). A link to the framework can be found here [Resident Led Inspection Framework](#).
- 1.4.6 Tenant led inspections are undertaken by existing tenants who are given appropriate support and training and undertake inspections on which they are not residing to provide a level of independence and scrutiny.
- 1.5 Frequency of inspections
 - 1.5.1 Each scheme will be visited at least once per year. The frequency of any re-inspections will be agreed in consultation with Area Managers and depending on the outcome of the initial inspection.
 - 1.5.2 A RAG rating is used, for example, if the outcome is 'Red' a re-inspection should be scheduled for three months or sooner depending on the issues raised. If Amber, then no longer than six months and if Green then 12 months. If dangerous waste is found, such as sharps left in communal areas, this should be cleared immediately (or as soon as practically possible if a specialist cleaning contractor is required) and the area re-inspected within one working week.
- 1.6 Recording outcomes
 - 1.6.1 Staff must record the outcome of the inspection using the Estates Inspections App, to record and monitor any issues identified. Where possible, staff should encourage customers to provide feedback on any issues observed where they have accompanied staff on an inspection.
- 1.7 Contacting customers with outcomes
 - 1.7.1 Where possible, we should agree a timescale of when to contact customers to give updates that are relevant and will be beneficial to the customer for example when actions from the inspections have been completed, agree the format of the feedback with the customer at the end of the inspection. To obtain updates, staff should liaise with the relevant departments responsible for carrying out the work before contacting customers.
- 2. Vandalism and graffiti**
 - 2.1 Graffiti
 - 2.1.1 On proactively identifying graffiti, or on receiving a report from a customer, action should be taken to remove it as soon as possible. If staff discover or are notified of graffiti, they must report it to Customer Hub immediately. Where another organisation is responsible because the graffiti is not on Sanctuary-owned land, then it must be reported through the relevant route, detailed guidance is on [Pulse](#).

- 2.1.2 Wherever possible, graffiti of an offensive nature (homophobic, racist, sexist etc.) should be removed within 24 hours, this should be treated as an emergency. These cases should be managed as a case of harassment or hate crime if it is clearly targeting a victim. Follow the [Pulse](#) processes for ASB new cases or existing cases and refer to the [ASB - Housing and Support Policy](#) and associated procedures.
- 2.1.3 If a Sanctuary customer is responsible for the graffiti, the appropriate member of Housing or SSL staff must speak to them about a breach of tenancy conditions and advise them to arrange removal. If this is not done within a reasonable timescale, Sanctuary must have it removed, and a recharge of the cost or other appropriate tenancy action should be considered.

2.2 Vandalism

- 2.2.1 If vandalism is reported, this should be treated as ASB. If this has affected customers' private property, Housing, or SSL staff, as appropriate they should inform the customer that they must report the incident to the police, if they have not already done so. Damage to property that Sanctuary owns, such as a play area, communal doors, bin storage areas and lifts, should be reported by a staff member through the Customer Hub to raise a works order for these to be made safe and repaired.
- 2.2.2 After the report has been made to the Customer Hub, staff should follow the ASB Process detailed on Pulse - [Processes for ASB cases](#).

3. Fly tipping and dumped rubbish.

- 3.1 When items of bulky refuse or rubbish are identified (or reported by customers) on Sanctuary schemes and land, we seek to get them removed as soon as possible using internal resources. The designated Housing Officer/Local Service Manager (LSM) should take photographs and provide relevant details of the issue to assist with reporting and resolving the situation. If the bulky items or fly tipping is not on Sanctuary owned land, contact Environmental Health at the [Local Authority](#) to arrange for removal.
- 3.2 If fly tipped or dumped bulky rubbish is discovered on a customer's property, staff must advise the customer of the appropriate agency to contact for removal and re-inspect within one week to ensure uplift is completed.
- 3.3 If the rubbish is hazardous, i.e., needles, toxic waste or flammable, then this must be removed as a priority. If the perpetrator is known, and they are a Sanctuary tenant or homeowner, the designated Housing Officer must contact the tenant and request that they remove this rubbish as a matter of urgency.
- 3.4 The customer will be informed that a request for maintenance work will be made, and the items will be taken away within the next 24 hours. It should also be communicated that the customer will be charged for this service. The designated Housing Officer/LSM should contact the Customer Hub to request a works order is raised to remove this in accordance with the [Waste Management - Group Policy and Procedure](#). This must be looked at as an emergency and we will have

the area cleared within 24 hours. In the case that we need to involve an Environmental Contractor, it is possible it may take longer than 24 hours for the area to be cleared and made safe.

- 3.5 If bulky rubbish is discovered on a Sanctuary scheme which has not been collected for longer than two weeks, staff must arrange for removal by contacting the Customer Hub.
- 3.6 If a Sanctuary customer is responsible for the dumped bulky rubbish, housing staff must contact the tenant where possible through verbal communication and writing to advise them about the breach of tenancy conditions and advise them to arrange removal. This can also be classed as ASB and reported as such. More information can be found on [Pulse](#).
- 3.7 Where the customer does not arrange the removal of bulky rubbish, Housing/ SSL staff must call the Customer Hub to raise a request to have it removed and a recharge of the cost or other appropriate tenancy action should be considered. Photos should also be taken and provided as supporting evidence. More information on managing fly tipping and bulky waste can be found on [Pulse](#). The recharge process is also detailed here.

4. Litter

- 4.1 Litter causes an area to look unattractive and may contribute to further environmental problems such as attracting rodents and infestations. Housing management staff will be proactive in identifying problem areas and ensuring prompt action is taken.
- 4.2 Where a site is subject to a service charge, litter collection will normally form part of the service agreement.
- 4.3 For sites where there is no service charge and no litter collection service, the relevant outside agencies (i.e. local authority) should be made aware of litter issues. Customers will be advised to report such instances to their local authority, or to the appropriate staff in Housing, or SSL who can contact the local authority on their behalf if requested.
- 4.4 If a Sanctuary customer is responsible for the litter, the Housing Officer must contact the customer where possible through verbal communication and write to advise them about breach of tenancy conditions and advise them to arrange removal.
- 4.5 Where the customer does not arrange removal, Housing, or SSL staff should contact Customer Hub to arrange removal, and a recharge of the cost or other appropriate tenancy action should be considered.

5. Pets and animals

- 5.1 Sanctuary inspects estates and promptly reacts to reports to ensure neighbourhoods are free from pet or animal related nuisance and will enforce tenancy conditions where pets are undermining the general peace and well-being of the estate.
- 5.2 If Housing or SSL staff discover, or are notified of a pet or animal-related nuisance caused by a Sanctuary customer, they must arrange for an inspection of the property and area.
- 5.3 Where nuisance is established, Housing, or SSL staff must contact the tenant where possible through verbal communication and writing to arrange a visit to the pet owner to discuss conditions in the tenancy agreement and refer to the [Tenancy Management - Housing Policy and Procedure](#).
- 5.4 Where customers' pets or animals are causing a nuisance or staff are concerned about their welfare this must be investigated appropriately for example, speaking with the customer in question, speaking with other customers within the area (if applicable), and send out diary sheets ([found on Pulse](#)) to be completed by the customers. If there is further action required, housing management staff must liaise with Environmental Health and the Royal Society for the Prevention of Cruelty to Animals (RSCPA) to take appropriate action. Permission to keep the pet can be revoked if there is evidence that the customer has breached their tenancy agreement with regards to the conditions of keeping a pet. See the relevant tenancy agreement for further information on pets and permissions.

6. Abandoned, untaxed, and un-roadworthy vehicles.

- 6.1 Sanctuary aims to be proactive about identifying and dealing with abandoned, untaxed and unroadworthy vehicles which may danger or create an unsightly environment. Further information on how to identify an abandoned vehicle and report it to be removed can be found on [Pulse](#).

7. Parking

- 7.1 Sanctuary is proactive in ensuring that only legally taxed vehicles are parked on our estates and that inconsiderate parking does not undermine the appearance of the estate.
- 7.2 Most parking bays are clearly marked. Parking can be used on a first-come first-served basis. Where car schemes are in operation, tenants should be advised to contact the provider directly for access. Further information on the allocation of parking bays can be found at [Parking Bay: New Allocation \(England\)](#).
- 7.3 For any requests relating to disabled parking bays please refer to the [Pulse FAQ page](#).

- 7.4 Where properties are identified as being used as a business for the purpose of repairing vehicles, staff must investigate and where necessary action must be taken to check if permission was given for this business, or to inform the tenant that they are in breach of their tenancy agreement.
- 7.5 If the tenant has a designated parking bay with/without a parking bollard it is their responsibility to maintain. It is also the tenant's responsibility to maintain/replace any padlocks and or keys if damaged or lost.
- 7.6 Where Sanctuary customers are found to persistently park in an obstructive or inconsiderate manner, we may investigate this to determine if this is creating nuisance and annoyance to residents. If this is the case, this should be treated as ASB and managed appropriately. If the driver cannot be identified, or is not a Sanctuary tenant, it may be necessary to refer this matter to the Local Authority for adopted roads. Housing Officers/LSMs can use 'No parking' stickers to notify car owners of restricted parking areas and where there are issues on Sanctuary-owned land, signage should be considered if problems persist (see section 8).

8. Signage

- 8.1 All estates should have clear and readable signs. They must be placed in prominent areas and free from graffiti or defacement and should damage or defacement occur during cleaning, a replacement should be arranged as appropriate. For further information on requesting new or replacing existing signage, refer to the Signage guidance on [Pulse](#).
- 8.2 Where another organisation, such as the local authority, is responsible for the affected signage, the Housing Officer should contact them. Alternatively, the Housing Officer should encourage the customer to report issues and request repair or replacement themselves.

9. Bin stores

- 9.1 Bin store areas must be maintained to environmentally safe standards and ensure compliance with building fire safety standards by regularly undertaking inspections of bin stores. Upon identification of a bin store area which is not deemed safe; for example, there is food waste or toxic waste not contained within the bins or rubbish which may attract rodents or infestations, or create a fire hazard, staff must arrange for a clean-up to take place. This can be done by contacting the Customer Hub, who will instruct Estate Services or a specialist contractor to do this.
- 9.2 Where a Sanctuary customer is identified as being responsible for misusing the bin store, Housing or SSL staff must contact the tenant through verbal communication and writing to advise them on the correct usage of the bin area. Should this become a recurring problem it may be appropriate to consider recharging the costs of clearance or taking other appropriate tenancy action such as issuing a warning letter and reminding the tenant about the terms of their tenancy to take responsibility for the proper use of communal bin areas.

10. Landscaping and gardening

- 10.1 Upkeep and maintenance of landscaped areas should be cost effective and have minimum disruption to the environment and customers.
- 10.2 Open-grassed areas that Sanctuary is responsible for should be cut regularly by Estate Services during the growing season; 16 cuts between March and November for housing schemes, although other services may have enhanced frequencies which will be detailed in specific contracts. We also have effective weed control measures in place for all our un-adopted footpaths, grassed areas, garages and drying areas.
- 10.3 Sanctuary also supports national initiatives such as 'No Mow May', where some schemes will be identified locally to be allowed to grow naturally to support our environmental initiatives. Where this is the case then Housing/SSL staff will communicate this with affected customers.
- 10.4 Shrub beds, trees and communal hedges should be maintained in accordance with good horticultural practice to specifically prevent nuisance, for example blocked access ways, damage to buildings or restriction of light and signage.
- 10.5 Upon being notified of or discovering a communal gardening issue, Housing/SSL staff should liaise with the relevant Estate Services team or contractor to rectify it as soon as possible.
- 10.6 Where a customer's garden is identified as being in an unacceptable condition, staff should contact the tenant through verbal communication and writing to advise the customer to remind them of their responsibilities. Further action may be appropriate should the issue be severe enough.

11. Trees

- 11.1 Trees will be managed to ensure Sanctuary meets its legal responsibilities, for example having regard to our duty of care towards tenants and mitigating any health and safety risks.
- 11.2 Trees in customers' gardens are their responsibility to maintain. Sanctuary will only intervene to maintain trees in exceptional circumstances, for instance where a health and safety risk is established or there is a risk of damage to our property. Where a tree is not on Sanctuary-owned land (either private or communal), this should be reported to the local authority or private owner who has responsibility for its maintenance.
- 11.3 Trees identified by Housing Management or Estate Services requiring emergency work will be assessed on a case-by-case basis and dealt with according to any identified risk. In some cases, it may be necessary to bring in a specialist contractor; any cost will be recharged through service charges.

11.4 Staff can identify damaged and unsafe trees by looking for:

- splits or cracks in the trunk or branches;
- branches that are broken, hanging or that have dropped;
- sections of bark damaged or stripped to show the wood beneath (where the species does not naturally shed their bark);
- soil movement around the base of the tree in strong winds; and
- Trees showing ill health, disease, or infestation such as signs of rotting, growth of fungi on the bark, wood or around the base of the tree. Infestations may be indicated by holes and damaged material, or foliage dying back or being discolored out of season.

11.5 Staff should be conscious that some trees are subject to Tree Protection Orders (TPO), which may restrict or prohibit the tree from being pruned or removed. The tree's TPO status should be checked with the Local Authority prior to work being completed except in an emergency.

11.6 Fallen trees on public highways, trees on near or affecting country roads, road verges and surfaced public rights of way should be reported to the Local Authority Highway team. Trees in public parks are normally managed by the City Council or Local Council, and customers or staff should report it to the Tree Officer or equivalent unless local signage indicates otherwise.

11.7 For detailed processes refer to the Trees information on [Pulse](#).

12. Exterior of buildings

12.1 The visual appearance of our properties contributes greatly to the overall environment of the estate. Sanctuary endeavors to maintain all of its housing stock to a high standard. External decorative works are dealt with as part of a maintenance program in response to regular stock condition surveys.

12.2 If there is any deterioration in the external façade of properties that poses a health and safety risk, the customer should be encouraged to report this to the Customer Hub and request a repair. All staff should take responsibility for reporting a repair if requested, or where the issue affects multiple properties such as a block of flats.

13. Paths and stairwells

13.1 Housing/SSL staff must regularly undertake inspections of paths and stairwells to ensure that they are kept neat, tidy, free from litter to assist in the prevention of deterioration and that lighting in communal areas is well maintained.

13.2 When notified of or upon discovering issues relating to the poor maintenance of paths and stairwells of faulty lighting, staff should raise as a repair through the Customer Hub.

14. Play areas and ball games.

- 14.1 Where we are responsible for play areas, we ensure that they are kept in good condition and free from litter, pet fouling, or glass. We aim to ensure that they are a safe and pleasant environment for children to play in. This is the responsibility of the National Compliance team through the Royal Society for the Prevention of Accidents (RoSPA) playground inspections.
- 14.2 We do not permit ball games being played in non-designated open spaces, such as car parks or spaces which are adjacent to any buildings or garages. We may, where appropriate place signage which makes clear prohibited areas for this purpose.
- 14.3 Where play areas or open spaces are a focus for ASB staff must enforce our [Anti-Social Behavior \(ASB\) New Case - England](#).

15. Garages

- 15.1 Tenants can apply for a garage by contacting their local office where they can make enquiries and request an application form to complete, the full process can be found on [Garage Applications - England](#).

16. Boundaries

- 16.1 When dealing with boundary queries, staff must establish ownership of the property. Once it is established that both are Sanctuary customers, staff must seek specialist advice and inform customers. For further information on our process please refer to [Pulse](#).
- 16.2 If the dispute is related to ownership, then Housing/SSL staff should refer to Legal Services for advice. An investigation may be required including:
- visiting the property;
 - taking photographs;
 - investigating boundaries, documents and drawings; and/or
 - liaising with the Land Registry.

17. Lost or stolen keys/fobs

- 17.1 When a customer reports a key or fob stolen, Housing/SSL staff must obtain a Crime Reference Number (CRN) from the customer. Lost keys/fobs are subject to recharge, so if a CRN is not provided for a stolen key/fob the customer will be recharged for a replacement and/or forced access to the property.
- 17.2 If the key/fob is lost by the customer and is Sanctuary property, then staff must arrange a replacement with local staff. Once payment is made, a replacement will be provided.
- 17.3 If the fob is faulty, we will replace this at no charge to the customer. The tenant must bring back the faulty fob to the local housing office. If the tenant is unable to produce the faulty fob, they will be charged for a replacement.

- 17.4 If the fob is for a communal area, then staff must arrange for collection of the new fob. Once payment has been made a replacement will be provided.
- 17.5 If the customer has access to a designated parking bay with a parking bollard it is their responsibility to replace and lost/stolen keys, please refer to section 7.5.
- 17.6 Please refer to the [Communal Keys](#) for further guidance.

18. Security

- 18.1 We must ensure that our schemes and properties are as secure as possible. Damaged fencing, gates or security doors should be dealt with and reported as a repair through the Customer Hub.
- 18.2 Where CCTV is installed staff should refer to the [Video Surveillance Management Systems \(VSMS\) - Group Policy and Procedure](#) for guidance and the Permissions process on [Pulse](#).

19. Infestations

- 19.1 We must deal with infestations which occur on estates quickly and efficiently, working with partners and keeping costs down to a minimum. More information can be found on [Pulse](#) on how we deal with this.
- 19.2 Where the infestation is within a customer's individual property or garden (self-contained), Housing/SSL staff must advise them that the removal of the infestation is their own responsibility. Sanctuary will only take responsibility where the issue is related to bed bugs or other infestations in voids or in communal areas which could cause serious health implications to the individual properties. Housing/SSL staff should consult with a Property Services Surveyor before taking any action.
- 19.3 For infestation of rats, mice or other public health concerns, customers must be advised to contact the local authority.
- 19.4 When notified of or upon discovering an infestation which is on an estate, staff must report it to the Customer Hub.
- 19.5 The Customer Hub will then complete investigations into the nature and cause of the infestation. Where it is established that the cause of the infestation was the fault of the customer, they must be advised that they will be re-charged for removal.

20. Managing communal areas

- 20.1 Sanctuary provides a comprehensive maintenance service to all common areas we are responsible for. This includes cleaning, window cleaning (flats only), and general maintenance.

- 20.2 When notified of or upon discovering that grounds maintenance has not been carried out, staff must contact the local Estate Supervisor to ensure that the service is provided.
- 20.3 Storing goods in communal areas
- 20.4 Customers are not permitted to store items in communal areas (e.g. lounges, passageways, stores, etc.) or to do anything which causes an inconvenience or danger to anyone using or requiring access to common areas. Customers who leave items in communal areas should be given an opportunity to remove them.
- 20.5 Should they fail to do so, Sanctuary may remove small items/low value items but must serve a TORT Notice before removal for any larger items or those of value. Items of worth (i.e. not rubbish or dumped items) should be stored in line with guidance within the [Voids, Allocations, and Lettings - Housing Policy and Procedure](#).
- 20.6 Where communal areas are also internal fire evacuation routes additional guidance on risk assessments and items that can be tolerated is available in [Fire safety of items in fire evacuation routes](#).
- 20.7 See the [Mobility Scooter Storage Guidance](#) for further information and section 21 for the procedure for mobility scooters in communal areas.
- 20.8 Where communal areas are also internal fire evacuation routes, additional guidance on risk assessments and items that can be tolerated is available in [Fire safety of items in fire evacuation routes](#).

21. Mobility scooters

- 21.1 Tenants will need written permission from Sanctuary to store a mobility scooter inside or outside the property. If the mobility scooter is unsuitable to store within the property, it should be kept within a designated area where space is available.
- 21.2 If there is no space available, alternative housing options should be discussed. Please refer to [Pulse](#) for more information.
- 21.3 Mobility scooter (or aids) must not be kept in the communal area at any time, as this is deemed to be a fire hazard (unless temporary permission has been given).
- 21.4 Please refer to the following guidance [Mobility Scooter Storage Guidance](#).

22. Fire Safety in estates

- 22.1 Housing Officers are the 'responsible person' for fire safety and a summary of these duties can be found on [Pulse](#), which should be used in conjunction with formal procedures.

23. Estate improvements

- 23.1 The visual appearance of our properties contributes greatly to the overall environment of our estates. Sanctuary endeavors to maintain all of its housing stock to a high standard. External decorative works are dealt with as part of a cyclical maintenance program.
- 23.2 Any proposed changes or improvements to estates should involve customer consultation where possible.
- 23.3 Customers, resident panels and local focus groups should be encouraged to identify and contribute to projects which have an impact in enhancing the landscaping, security and general neighborhood within our estates.
- 23.4 Staff must work with agencies to explore the possibility of the contribution to the funding of projects and encourage the involvement of the community where appropriate.

24. Partnerships

- 24.1 Staff must look to develop partnerships with other agencies, under written protocols where possible to deliver our aim of making communities a place where customers feel safe and secure. These can include:
- Environmental Health
 - Police England and Wales
 - Driver and Vehicle Licensing Agency (DVLA)
 - Local Authorities
 - Royal Society for the Prevention of Cruelty to Animals (RSPCA)

Supporting Information

1. Policies and Procedures

- [Video Surveillance Management Systems \(VSMS\) - Group Policy and Procedure](#)
- [Fire Safety Management - Group Policy and Procedure](#)
- [Personal Safety - Group Procedure](#)
- [Waste Management - Group Policy and Procedure](#)

2. Additional support and guidance

- [Estate Services - England](#)
- [Estate Inspections - England](#)
- [Resident Led Inspection Framework](#)
- [Co-Regulation Poster](#)
- [Fire Safety of items in fire evacuation routes](#)
- [Notice of Disposal Form](#)
- [Recharge Guidance](#)