

Ongo Homes Neighbourhood Standard



Our neighbourhoods will be safe, clean and tidy places where people want to live. This Neighbourhood Standard makes it clear what our tenants and residents can expect from us in respect of neighbourhoods, communal areas and the outdoor environments where they live are clean, safe and secure. We will consult and work with our tenants and residents to make improvements to the neighbourhoods where they live.

Clean

Internal communal areas	We will carry out scheduled cleaning for all internal communal areas
	Ad-hoc cleans will be carried out where there are significant health and safety concerns
	We will ensure that a painting program for internal areas within our communal blocks is in place
External communal areas	We will work with partners to improve and enhance the environment
All communal areas	We will work with residents to ensure communal areas are well maintained and kept clean and tidy
	We will carry out planned and ad-hoc internal and external inspections of communal areas. These inspections will be carried out by Ongo Homes colleagues and our involved tenants
Gutters	We will keep guttering clean and well maintained, putting in place preventative measures to reduce issues occurring

Safe

Compliance checks of internal communal areas	We will monitor and enforce our Communal Areas Procedure to enable us to reduce accidents and risks in these areas
	We will carry out scheduled fire safety and emergency lighting checks in line with our internal policies, procedures and appropriate regulation and legislation
Keeping our neighbourhoods safe	We will make sure the lighting in our neighbourhoods is efficient and adequate
	We will keep Ongo owned communal pathways maintained to a safe standard to minimise any health and safety risk
	We will work with partners to tackle breaches of tenancy, crime and antisocial behaviour using the most appropriate resources & strategies
Adverse weather	We will publish a winter weather plan, which will detail areas that Ongo will grit when required
	We will provide assistance to partners in incidences of adverse weather
Trees	We will work with the Local Authority and our contracted tree surgeon to carry out appropriate tree work where they are situated on land maintained by Ongo

Secure

Door entry systems	All Ongo owned door entry systems will be regularly maintained & serviced
Environmental	We will have a plan in place to carry out ongoing environmental and communal projects

