

## Estate Inspections

Willow Tree Housing Partnership Limited (WTHP) regularly carries out estate inspections to ensure the comfort and safety of our residents. These are usually advertised on Facebook and our website. We will check:-

- fire precautions
- cleaning standards
- gardening standards
- parking
- refuse and dumped rubbish
- health and safety
- repairs and maintenance

If you think we should carry out an estate inspection where you live, have any concerns about how your estate is managed, or would like to be involved in the inspection, please get in contact with your Housing Officer.

## Parking

Communal car parking spaces on estates are for the benefit of all tenants who live on the estate and their visitors. You do not have rights to an individual car parking space unless your tenancy agreement specifically states this or the spaces have been specifically allocated.

We are unable to control the use of the spaces in our car parks that are unallocated, as they are often on a first come, first served basis. We rely purely on residents' goodwill to use the spaces with consideration of neighbours.

When you park you must only park within the designated bays and must not park blocking other vehicles. Disabled parking bays must only be used by vehicles displaying a blue badge.

If you are registered disabled and there are no disabled bays on your estate you can contact us to see whether one can be provided. Disabled bays are, however, for the use of anyone who is registered disabled, including visitors to the scheme.

We do not allow caravans, boats or lorries to be parked on our land, even in private drives. On some schemes commercial vehicles are not permitted at all.

All vehicles parked in communal WTHP parking spaces must be roadworthy, have an up-to-date MOT, be taxed and insured.

If you are working on your own vehicle in a communal parking space, never leave it propped or jacked up and do not leave it unattended. Working on vehicles or vehicle sales as a business is not permitted.

## Cleaning

If you live on a scheme with communal areas, hallways, or stairs, etc, that you share with your neighbours, these areas will be cleaned by our approved contractor. The cost of cleaning communal areas is covered by your service charge.

Our cleaning contractor visits all our estates on an agreed regular basis to carry out a standard clean. If

Communal areas must be kept clear at all times. Should you notice any items stored in the communal areas or notice any spillages or slip or trip hazards, these should be reported to us immediately.

## **Gardening**

If you live on a scheme with communal gardens, our approved contractor will carry out gardening services. The cost of gardening is covered by your service charge.

The gardener will carry out regular grass cuts and maintain any borders, flower beds, bushes and hedges.

If you would like to plant your own area of garden, or have plant pots, you should contact us so that we can let the gardener know.

Tenants are responsible for the upkeep of their private gardens which include lawns, hedges, shrubs and trees and keeping it clean and tidy.

## **Trees**

Trees in communal gardens are inspected every 3 years by a trained arboriculturalist. We carry out any work recommended by the arboriculturalist, but if you notice any trees that you are concerned about please call us.

We will not necessarily carry out tree maintenance work if the tree drops leaves or fruit into a garden, because sap is falling into a neighbouring garden or on cars or blocking light.

### **Head Office registered at:**

Eastbridge House, Pill Road, Rooksbridge,  
Somerset BS26 2TN

### **Devon Office:**

Floor 4, Studio 5-11 Millbay Road, Plymouth,  
Devon, PL1 3LF

**Tel: 01934 750780**

**[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)**

**[www.willowtreehousing.org.uk](http://www.willowtreehousing.org.uk)**