

The Southwark Great Estates Guarantee and Commitments

Resident Responsibilities

Listed below are the resident behaviours and actions we would like to encourage, which have been provided with the rationale for requesting these are followed. .

Cared for:

What we ask from our residents	The reasons why
Cared for estates and buildings	
<ul style="list-style-type: none"> Residents take care not to damage the decorations in communal areas or overload lifts. Including not allowing children to play in lifts Contribute/volunteer to attend regular estate inspections Set up and contribute to resident involvement structures such as tenant and resident associations. 	<ul style="list-style-type: none"> Helps to reduce the number of call outs for repairs and keeps the lifts in working order. The savings made from unnecessary repairs can be redirected into the aspirations we have for improving your estate Residents are best placed to know what is needed on their estate and their contributions with inspections will help us to achieve higher standards than we do currently Becoming involved with resident structures can provide residents with a voice in the day to day management of their estate, enabling resident led community events, initiatives, estate days etc. to be held
Cared for gardens	
<ul style="list-style-type: none"> Volunteering, where appropriate, to garden estates, using tools supplied by the council if required Development of Community gardens, herb gardens etc. working with voluntary groups, resident groups etc. 	<ul style="list-style-type: none"> Helps to encourage healthy activity by working with a community gardening coordinator on sustainable gardening projects Can lead to healthy activity and reduce isolation by providing opportunities by getting to know neighbours and the local community

Clean

What we ask from our residents	The reasons why
Clean estates	
<ul style="list-style-type: none"> Keeping the area directly outside your front door clear and tidy, taking responsibility for any items left by family and visitors Not putting nappies and sanitary towels or other non-toilet waste in the toilet Don't put engine oil etc. down the drains 	<ul style="list-style-type: none"> Keeping communal areas clear of clutter and obstructions will assist a hasty escape in the event of an emergency This will inevitably cause blockages leading to loss of use of facilities, unpleasant odours and unnecessary costs that result in resources being diverted from improvement plans for the estate Blocked drains can cause waste back up, leading to unpleasant odours and avoidable call outs. It is also harmful for the environment, polluting rivers and water supplies

Clear from waste	
<ul style="list-style-type: none"> • Sort recycling and putting rubbish in the chutes or bins provided. • Not leaving rubbish lying around, especially in corridors or stairwells, which hinders emergency escape routes. • Clear up any food waste spillages and carefully dispose of food waste 	<ul style="list-style-type: none"> • Avoiding putting bulky rubbish in the chutes will prevent blockages • Keeping communal areas clean and clear of rubbish helps not to hinder emergency escape routes in case of a fire • Helps to prevent pests/vermin and creates a healthy living environment for all
Clear from fly posting, estate agent boards and graffiti	
<ul style="list-style-type: none"> • Not fly post, graffiti or allow estate agents boards to be erected, reporting any such incidents to the Resident Services Officer 	<ul style="list-style-type: none"> • Ensures the building structure does not become overly cluttered

Safe

What we ask from our residents	The reasons why
Safer from fire	
<ul style="list-style-type: none"> • That you not prop open fire doors or leave any items in common areas • Report any misuse of firefighting equipment • Follow safety instructions and take all precautions to avoid fire, ensuring you have fire and carbon monoxide alarms fitted in your home and they are tested regularly 	<ul style="list-style-type: none"> • Following safety advice minimises risk and keeping escape routes clear is vital in case of the need for evacuation
Safer from crime and anti social behaviour	
<ul style="list-style-type: none"> • Cooperate with authorities in tackling anti social behaviour and report any incidents to your Resident Services Officer • When using door entry systems, check identity of callers before allowing access to communal areas • Create neighbourhood watch schemes and challenge anti-social behaviour where it is safe to do so (reporting to parents etc.) 	<ul style="list-style-type: none"> • The actions taken by residents can help us to keep the community safe