



STANDARD FOR MANAGING NEIGHBOURHOODS – CREATING GREAT PLACES



SBHA will proactively manage neighbourhoods to ensure that they are attractive, well maintained and provide a secure place to live.

SBHA will organise and carry out a programme of neighbourhood walkabouts to inspect and highlight areas of concern, share ideas, rectify repairs and identify and resolve health and safety issues.

Where timescales are given to undertake a repair, an emergency repair is measured from the point the emergency repair request is received and SBHA’s target timescale for responding to emergencies is to attend within 2 hours and make safe within 4 hours of the report. Follow on works may be required to fully repair an issue made safe. For non-emergency repairs, we will advise those who report the repair of the target timescale for completion in accordance with SBHA’s Repairing Standard. **Please note** SBHA may reduce the timescales in certain circumstances e.g. where there is a risk to Tenant and/or property or in cases of vulnerability. Timescales may be extended if major works are required.

If your estate is wholly owned or managed by SBHA, these are the minimum standards that you can expect. SBHA will work with Tenants to ensure that obligations according to the Tenancy Agreement are maintained. Not all services in the table below are provided to all Tenants. For areas marked with an asterisk*, a service charge may be applied.

Where mixed tenure ownership in a block exists, works can only be done upon agreement with owners and charges apportioned in accordance with the Tenement Scotland Act 2004 and the Factoring Scotland Act 2011 and any subsequent legislation which may be applicable. This could impact on the meeting of the standards presented below.

Area	SBHA Standard
Neighbourhood Inspections	<ul style="list-style-type: none"> • We will undertake a minimum of 2 walkabouts of all areas of SBHA neighbourhoods annually, inviting Tenants, Residents and local partners to participate. • We will publish a programme in advance on the website, social media, noticeboards etc
Walls, gates, paths, railings & fencing	<ul style="list-style-type: none"> • We will seek to ensure any existing communal boundary gates, fences, walls, paths or railings are in good condition. • We will make any dangerous structures safe within SBHA’s emergency timescales of 4 hours from receiving the report. • We aim to repair broken items within 20 working days from receiving a report. • We will consider the installation of a fence due to exceptional circumstances e.g. for a child with special needs to create a safe play area.

Area	SBHA Standard
	<ul style="list-style-type: none"> Major repairs or replacement of damaged items that are in SBHA's ownership will be planned and Tenants kept informed of timescales. If there are shared responsibilities with other owners, SBHA will engage with all owners to agree a solution.
External paintwork including communal doors	<ul style="list-style-type: none"> We will undertake external cyclical painting and communal stair painting, where required, every 12 years and liaise with owners to participate and contribute where required. We will maximise the use of materials that prolong the life of the surface e.g. anti-graffiti paint in stairwells in areas that are experiencing significant issues with antisocial behaviour.
Where a stair cleaning service is provided, communal stair/ close/window cleaning*	<ul style="list-style-type: none"> We will sweep and wash stairs, landings and lifts at least once per fortnight. We will clean and dry windows once per quarter. We will display a cleaning rota to show you when your stair/close has been cleaned. Where possible, we will seek tenant sign-off on completion of works to accept the standard of works. We will consider the removal of carpets from communal areas. (except in amenity housing)
Where a stair cleaning service is not provided, communal stair/ close/window cleaning*	<ul style="list-style-type: none"> Tenants/Residents will sweep and wash stairs, landings, and lifts at least once per fortnight. Tenants/Residents will clean and dry windows once per quarter. We will consider the removal of carpets from communal areas where owners agree to pay their share of the costs.
Door entry systems *	<ul style="list-style-type: none"> We will repair the door entry system (if this is wholly owned by SBHA) within 20 working days. In an emergency, or where vulnerability is an issue, we will repair a door entry system within 3 working days. We will introduce a programme to review all communal entrance doors in blocks of flats over the 6-year PMP. Major repairs or replacement of damaged items in joint ownership will be raised with all owners with a view to seeking permission to undertake works. All affected will be kept informed on progress.
Communal lighting *	<ul style="list-style-type: none"> Total loss of communal lighting will be repaired within SBHA's emergency timescales of 4 hours. Partial loss of communal lighting will be repaired within 3 working days. We will introduce a programme to review all external lighting and stairwell lighting provision with a view to reducing the fear and incidence of crime and antisocial behaviour. Major repairs or replacement of damaged items in joint ownership will be raised with all owners with a view to seeking permission to undertake works. All affected will be kept informed on progress.
Communal drying areas	<ul style="list-style-type: none"> We aim to provide, where possible, a clothes drying area. We seek to ensure drains are clear and drainage manholes are free from obstruction.

Area	SBHA Standard
Roofs, other external works and communal area works including communal windows	<ul style="list-style-type: none"> • As part of the 6-year cyclical programme we will assess any works required to the external of the property and the communal internal areas of the blocks. Where works are required, these will be planned and undertaken as part of a programmed area of work. • This programme will ensure that slates, chimneys, balconies, harling/rough casting and walls and windows including ledges and cills etc to meet the appropriate SHQS requirements. • Where roughcast repairs are completed, we will re-paint where required.
Rainwater goods	<ul style="list-style-type: none"> • Gutters, downpipes and overflows will be maintained and kept free from leaks or blockages. • A cyclical programme of gutter cleaning will be undertaken.
Lifts in SBHA blocks	<ul style="list-style-type: none"> • All lifts are inspected 6-monthly and required repairs are actioned as per SBHA's Insurance Policy.
Communal grounds maintenance *	<ul style="list-style-type: none"> • We aim to carry out a tree survey every 5 years to assess risks and carry out any works resulting from this. • Hedgerows should not exceed a height of 1.2m as standard unless otherwise agreed with SBHA and will not cause an obstruction to access routes and will be free of moss and weeds. • Shrub and rose beds should be neat and tidy and not cause a risk to health and safety. • We will consider options to remove any beds that are no longer fit for purpose. • General grass should be no higher than 7.5cm and large weeds will be removed from within the grass. Grass cuttings will be mulched with pathways kept clear of cuttings. • Rough grass areas will be cut back twice per year. • We may consider proposals to develop areas of land to promote bio-diversity. • We will publish our grounds maintenance rota on our website. • Please note all grounds maintenance works are weather dependant
SBHA Communal bin stores	<ul style="list-style-type: none"> • Where provided, we will seek to ensure these will be accessible and safe to use. • We will investigate any irresponsible use of the bin store and take action where appropriate. • We will work with Scottish Borders Council to ensure that recycling facilities are provided where practical.
SBHA Car parks and garage sites	<ul style="list-style-type: none"> • We aim to investigate any irresponsible use of car parks/garages and take action where appropriate. • We aim to undertake minor repairs SBHA owned garages within 20 working days. • We will consider appropriate enforcement action for the removal of any unsafe structure erected on an SBHA garage site. • We will ensure signage is provided where there is a need. • We will aim to ensure car parking and other hard standing areas in SBHA ownership are kept in a tidy condition.

Area	SBHA Standard
SBHA owned Roads & Footpaths	<ul style="list-style-type: none"> • We will seek to introduce a programme for investment in roads and footpaths. • Where we have improved roads, footpaths and car parks, and where feasible, we will seek adoption by SBC.
Hazardous substances and materials	<ul style="list-style-type: none"> • We aim to remove any chemicals or hazards that are of a health and safety nature e.g. needles, blood, other body fluids, chemical spills etc. within SBHA's emergency timescales of 4 hours.
Pest Control in Communal Areas owned by SBHA	<ul style="list-style-type: none"> • We will remove pests such as wasps in communal areas and work with relevant partners where appropriate.
Safer by Design	<ul style="list-style-type: none"> • We will work with local residents and agencies to increase safety and reduce anti-social behaviour - providing an annual budget to support physical improvements (The Great Places Fund).
Graffiti	<ul style="list-style-type: none"> • We aim to remove offensive or racist graffiti within 24 hours. • We aim to remove other graffiti within 3 working days.
Fly-tipping	<ul style="list-style-type: none"> • We will investigate any irresponsible fly tipping and act, working with partner agencies where required. • We will remove items within 20 working days and recharge the cost where possible.
Dog fouling & handling	<ul style="list-style-type: none"> • Work with SBC's Environmental Health Team to remind residents of their responsibilities and undertake initiatives to encourage responsible pet ownership.
Abandoned vehicles	<ul style="list-style-type: none"> • Where this is on SBHA owned land, we will work with partner agencies and the DVLA to remove as promptly as possible.
SBHA-owned play areas	<ul style="list-style-type: none"> • We will conduct a weekly inspection of play areas for general condition and arrange for repairs as required. • We will conduct a 3-monthly inspection of play equipment to ensure it is safe to use. • We will arrange an annual external inspection of play equipment by a qualified assessor.
Estate Signage & Noticeboards	<ul style="list-style-type: none"> • Signage and noticeboards will be clear and visible, in good condition, vandalism and graffiti free with up-to-date information which should include SBHA contact details, cleaning schedule (where provided by SBHA) and action to be taken in the event of a fire.