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## Head Office

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## Telephone

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Monday - Friday  
8am - 6pm

## Live chat

[www.progressgroup.org.uk](http://www.progressgroup.org.uk)  
(Mon-Fri, 8am-5pm)

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## Website

[www.progressgroup.org.uk](http://www.progressgroup.org.uk)

## Follow us

@ProgressHG

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@progress\_hg



# Your area

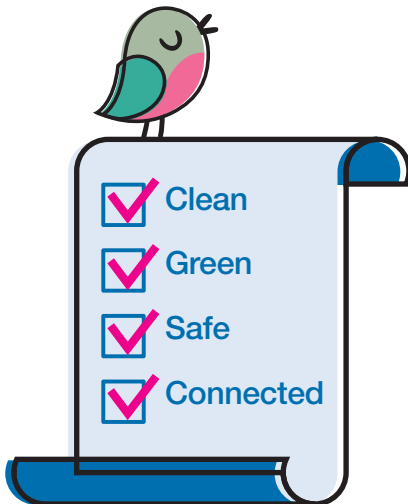
This leaflet tells you about how we will manage the areas and communities in which our tenants live to keep them attractive, safe, and desirable places to live.

# Your area

We want our areas and communities to be great places to live.

We have a long term plan informed by tenant feedback, of how we will do this, and this leaflet sets out our commitment to working on four key priorities:

1. To keep our shared spaces clean and tidy.
2. To look after the green areas well to keep them looking attractive.
3. To ensure that tenants feel safe in their home and whilst out in their area.
4. To ensure that our tenants feel connected to the area, to Progress Housing Group, and each other.



# Clean

When you report any of the following issues we will have targets of how many working days in which we will resolve them for you:

## Graffiti



Offensive/obscene

Next day

All others

5 days

## Flytipping



Hazardous

Next day

All others

7 days

## Litter



Litter - as the need arises

5 days

## Abandoned cars or other vehicles



Investigate within

5 days

We will also work with local authorities and other partners to reduce issues of:

- Dog fouling
- Poor waste management.

## Flats with a shared entrance to the building:

- Will be cleaned on a regular basis.
- Where there are more than two stories to the building, we will contract a window cleaner to clean the windows to the building.



# Green

## Grounds maintenance

We call the maintenance of our grassed areas, trees, hedges, and shrubs 'grounds maintenance'.

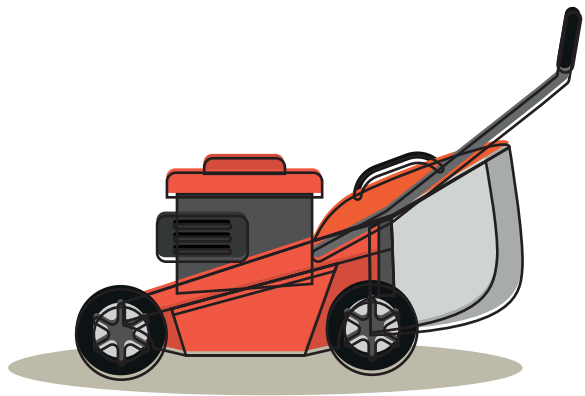
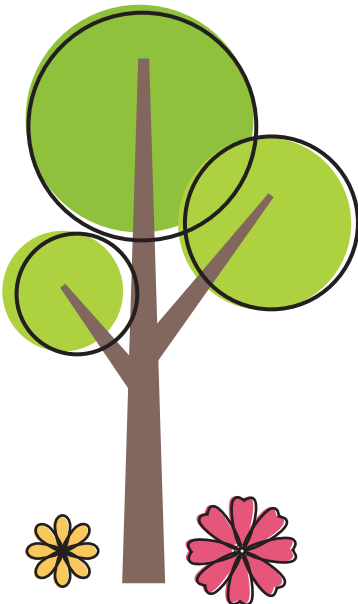
We use another company to carry out our grounds maintenance for us.

The contract promises:

- To cut the grass regularly to keep it at an acceptable level
- To spray the weeds to any paths and to clear any moss where required
- To cut back bushes and shrubs twice a year.

Poor weather can affect how grounds maintenance is carried out; however, we promise to monitor this contract closely to minimise the impact and ensure areas are well maintained.

We will consider any impact to the environment and wildlife when making any decisions to do with grounds maintenance.



## Trees

We will carry out tree maintenance only where required so that we can protect healthy trees and wildlife.

We may remove a tree if it is:

- Dead
- Diseased
- Dangerous.

Where we do remove a tree we will take professional advice on any impact to nesting birds.

We will consider whether it is appropriate to plant a new tree in its place.

## Evasive weeds

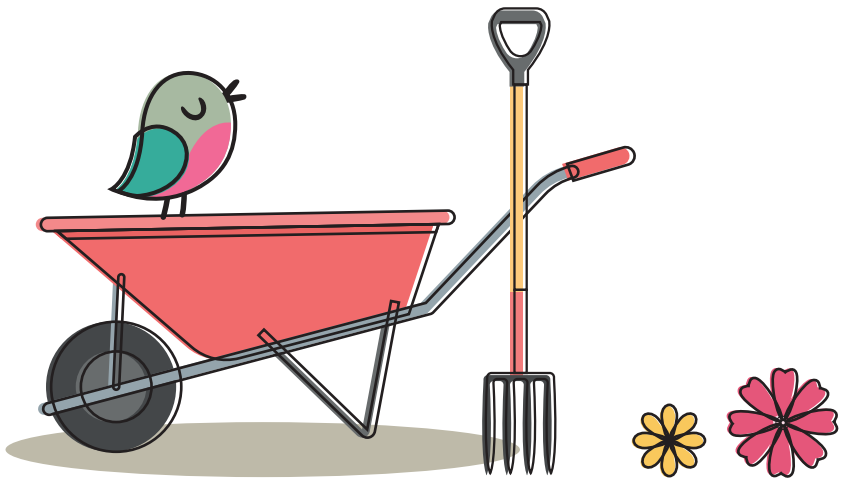
Some weeds can be harmful if they are not kept under control.

We will ensure we have a management programme in place to control harmful weeds such as Japanese Knotweed where required.

## Environmental Improvements

We will seek tenants' views where we are considering projects to improve an area that may affect the future usage or cost of services.

We will consider all suggestions from tenants as to how we may be able to improve the area in which they live.



# Safe

## Community safety

We have systems and processes in place to effectively respond and manage reports of anti-social behaviour (ASB) in our areas.

- Where you report an issue to us we will make contact with you within 24 hours if the incident is serious and five working days in other instances
- We will keep you updated whilst we investigate the incident/problem and record it on our systems
- Where required, we will provide witness and victim support
- We will let you know if we are closing the case and why
- We will let you know if the issue you are reporting is not ASB and advise you on how you can deal with it
- We will seek your feedback as to how satisfied you are with how we have managed the case.

We will work with other agencies such as the police, the fire service and the local authority to reduce risk of any ASB in our areas and support local inclusive initiatives.

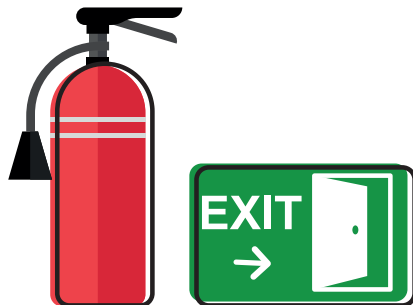
## Health and safety

We will inspect all blocks of flats where there is a shared entrance regularly. This will involve checking any fire equipment, reporting any repairs and dealing with any issues that may pose a risk to tenants.

We will carry out walkabouts of our main neighbourhoods, the frequency will be set by the overall performance of the area with attention given to those areas where our data is telling us there are issues.

We will advertise walkabouts on our website ([www.progressgroup.org.uk](http://www.progressgroup.org.uk)) for tenants to join us should they wish to discuss issues within their areas.

Using a risk-based approach, we will implement a gritting programme in our independent living schemes in appropriate weather conditions.



# Connected

## How will we connect with our tenants about their area?

We will encourage and help tenants to take part in decisions that affect the management and maintenance of their area.

We will help facilitate community groups, feedback forums, etc. We will support tenants with employment, training and volunteering.

We will support tenants who want to become more formally involved working with other tenants to provide feedback and insight into all of our services.

We will publish our full Area Management Policy on our website for tenants to access.

We will promote all opportunities for our tenants to get involved in shaping our services through our various channels of communication: our website, social media, our tenant newsletters, face to face visits, etc.

## How will we connect with the wider area?

We will work with relevant partners to help promote social wellbeing within our areas.

In addition to the funding we already provide via our Community Investment Fund, we will consider whether we can provide funding for local initiatives and community groups.

We will participate in choice-based lettings schemes to allow choice and aim to allocate the majority of our homes to support the local housing needs.

## How will we connect our tenants with other tenants?

We will help facilitate community groups by offering meeting space, funding and promotion where possible.

We will engage with other agencies to see how we can promote events that will benefit our tenants to socialise with each other.

