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Neighbourhoods Service



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At BCH we provide a high quality neighbourhoods service to make sure that our communities are clean and pleasant places to live.

Communal areas

We are dedicated to keeping our customers safe in their homes. As part of a review of our management of the communal areas we sought advice from Lancashire Fire and Rescue.

Following this and from our own findings, we took the decision to ask that no items are left in our communal areas (both external and internal). We have implemented a zero tolerance policy on all items in communal areas to help us manage our responsibility as a landlord. This policy can be viewed [here](#).

Items include (but are not limited to):

- general rubbish
- waste items
- furniture
- plants
- bicycles
- mobility scooters
- wheel chairs
- walkers
- door mats or any other items we would class as a hazard.

We appreciate our customers take pride in the area's outside and want them to look welcoming. As such we do have a number of projects in some of our communal areas being provided by our contractors. These include raised flower beds/balcony planters which customers can take management of. If this is something you and your neighbours would be interested in please contact us using the details below.

Garden & Communal Area Inspections

Our Neighbourhoods Team has a dedicated officer who regularly carries out inspections of all of our areas. Part of this role includes identifying overgrown gardens, misuse of communal areas and incorrect rubbish disposal/flytipping. When any of these breaches of tenancy are noted a letter is sent to the tenant to advise them it has been noted and asking them to rectify the issue. Should this not be done the customer will receive a formal warning with further action following should the issue still continue. If you have any concerns for the garden or property condition of any of our properties please do not hesitate to get in touch with us.





Alternatively become a resident volunteer Green and Clean warden by carrying out additional inspections of the communal areas on a monthly basis. We use their feedback to directly monitor the delivery of the service, to find out more please click [here](#).

Telephone: 01253 477900 (option 3)

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