

Ongo Homes Neighbourhood Standard

We will strive to make our neighbourhoods safe, clean, tidy and places that communities want to live in. This Neighbourhood Standard makes it clear what you can expect from us in respect of keeping your neighbourhoods, communal areas and the outdoor environments where you live clean, safe and secure.

Clean	
Internal communal areas	We will carry out scheduled cleaning for all internal communal areas
	Ad-hoc cleans will be carried out when there are significant health and safety concerns
	We will ensure that a planned painting program for internal areas within our communal blocks is in place and carried out every five years (every 5 years).
External communal areas	We will work with partners to improve and enhance the environment, including tackling incidents of fly tipping and graffiti being removed
All communal areas	We will work with residents to ensure communal areas are well maintained and kept clean and tidy
	We will deal with issues that are reported or identified and take appropriate action as necessary
	We will carry out planned and ad-hoc internal and external inspections of communal areas. These inspections will be carried out by Ongo Homes employees (our people) and our involved tenants
Gutters	Have in place a planned cleaning & maintenance program for guttering
	We will put preventative measures in place to avoid guttering on our buildings (up to 2 storeys) becoming blocked and require additional
Safe	
Compliance checks of internal communal areas	We will monitor & enforce the Ongo sterile communal policy
	We will carry out scheduled checks of emergency lighting
	We will carry out scheduled fire safety checks.
	We will carry out weekly fire alarm tests in all our high rise blocks
	We will carry out yearly fire drills in all of our high rise blocks
Keeping our neighbourhoods safe	We will make sure the lighting in our neighbourhoods is efficient and adequate
	We will keep Ongo owed communal pathways maintained to a safe standard
	We will keep our communal areas free from needles and drug paraphernalia
	We will work with partners to tackle crime and antisocial behaviour using the most appropriate resources & strategies

Adverse weather	We will publish a winter weather plan, which will detail areas that Ongo will grit when required
	We will provide assistance to partners in incidences of adverse weather
Trees	Our contracted tree surgeon will carry out emergency tree work where they are situated on land maintained by Ongo
Secure	
Door entry systems	All Ongo owned door entry systems will be regularly maintained & serviced
	All our communal doors with door entry systems in place will be restricted to the tenant only
Environmental	We will have a plan in place for our environmental and communal projects, including fencing and bin stores
Partnership working	
Working with our tenants and residents	We will consult and work in partnership with tenants and residents to make improvements to the neighbourhoods they live in
	Hold planned Neighbourhood Pride events
	Attend tenant and resident led meetings including: <ul style="list-style-type: none"> ❖ Local resident groups and panels. ❖ Tenant & Green inspectors. ❖ Community Voice.
Working with partners	Work in partnership with other teams within ongo and external partners to create opportunities for residents living in our neighbourhoods, including: <ul style="list-style-type: none"> ❖ Supporting volunteer programs by providing placements, development opportunities and career guidance. ❖ Providing work experience placements for local school and college students. ❖ Working with partners such as probation services to provide placements and/or projects for people required to undertake community service. ❖ Supporting a range of employment opportunities eg apprenticeships, work placements and volunteers.