

Management services

This section details how we will manage our leasehold properties and deal with any issues that may arise in relation to the building, communal areas and surrounding areas.

Anti-Social Behaviour

PHP and the Borough of Poole DO NOT tolerate anti-social behaviour from residents or leaseholders.

We have developed a policy that details what you can do if you experience anti-social behaviour in your neighbourhood.

Similarly, it details what action we can take *against* you if you, anyone living with you or visitors to your home *cause* anti-social behaviour in your neighbourhood.

Your Leasehold Services Officer will be happy to discuss any issues you may have about anti-social behaviour and how you can deal with any problems that may arise in your area.

A copy of our *Anti-Social Behaviour Policy* is available by calling the HelpDesk on 0800 652 3900. You can also download a copy from www.yourphp.org.uk/asb

Cleaning & Caretaking

Leaseholders and residents monitor the cleaning and caretaking service provided by PHP, and regular meetings are held with the contractors to monitor their performance.

You can get more information on what you can expect from our cleaning and caretaking services by referring to your lease.

Communal Areas

There are a number of facilities provided within our blocks of flats, which are for the benefit of all leaseholders and residents.

The external shared areas of grass, parking areas and footpaths are maintained by PHP.

Garages

You can apply to go onto the waiting list for a garage.

Priority is given to PHP tenants and then to lessees, followed by other applicants.

Garages are for vehicles only. Due to safety and fire prevention reasons, you are NOT permitted to use it for other purposes, such as storage.

Areas with parking problems, such as Poole Town, usually have long waiting lists for garages, but there are other areas in Poole where they are available quite frequently.

Grounds Maintenance

The Council's Leisure Services manage grounds maintenance.

Regular meetings are held with the contractor and PHP staff to monitor the services undertaken on our behalf.

Parking

PHP operates permit controlled parking in the following areas:

- ★ Sterte Court
- ★ Poole Town
- ★ Willow Park

Permits are available from Beech House at a minimal charge. If you wish to have a parking permit you will need to provide us with:

- ★ Car insurance certificate
- ★ VC5 vehicle registration document

Permits are issued for daily use, and we can issue permits for **up to two persons per household**.

You may also apply for a Visitor Permit for occasional use (a maximum of one per household).

If you use this type of permit instead of a household permit, your car may be clamped or you may get a parking fine.

If you change your car, a new permit can be issued at a **50% reduction of the fee** if your old permit is returned.

We will not issue parking permits to untaxed, SORN or commercial vehicles.

It is important that roads are kept clear and unobstructed at all times to allow access for emergency service vehicles.

Rubbish Disposal

If you have a large or bulky item that needs disposing of, the Council's Environmental & Consumer Protection Services can collect and dispose of it for a small charge.

The Council operate a Waste Recycling Centre to dispose of unwanted household waste products.

It is available to all residents of Poole. You may need to show identification with your address to prove that you are a resident of Poole.



01202 261700

8:30am – 4:30pm 7-days a week



www.boroughofpoole.com



58 Nuffield Road
Nuffield Industrial Estate
Poole
BH15 2BU

If you would like any further information on any of the management services we offer to you as a leaseholder, please contact our HelpDesk on 0800 652 3900.

Ask to speak to a Leasehold Services Officer or email us at leasehold.php@poole.gov.uk

