



Clear internal communal areas policy

1. Purpose and scope

This policy sets out the principles we will apply to ensure that the internal communal areas of blocks of flats in our general needs and sheltered housing allow easy access for residents, visitors and the emergency services. It will also ensure that we comply with all the relevant legislative and regulatory requirements applicable to such areas.

2. Underpinning principles

The Housing Act 2004 deals with housing conditions and hazards in properties.

The Occupiers Liability Act 1957 places a duty of care on the owners of premises to see that a person and their property will be reasonably safe in using the premises.

The Regulatory Reform (Fire Safety) Order 2005 places a duty on owners of buildings to meet the required fire safety standards for those properties.

The Torts (Interference with Goods) Act 1977 provides protection for the owner of goods or possessions left in a property as to what can be done with them.

The Regulator of Social Housing Safety and Quality Standard 2024 states that when acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

3. Policy details

General needs and sheltered housing

We have a responsibility to ensure that the communal areas of our properties are safe and that they comply with relevant legislation for health and safety and fire management.

We will ensure that communal areas are kept clear, to ensure that in the event of a fire residents can evacuate safely and access for emergency



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services is not impeded.

Customers will not be allowed to put items in communal areas including putting door mats down outside the door to their flat, or use them for storage. Any items found will be removed in accordance with our clear communal areas procedure as they could constitute a trip hazard or become a source of fuel for a fire.

We will monitor communal areas on a regular basis and carry out annual fire risk assessments.

We will use clear messaging tools such as posters, leaflets and information on our website, to promote awareness of communal area safety to our customers and anyone visiting our premises.

The storage and charging of mobility scooters is covered in our Mobility scooter procedure.

Sheltered housing

Only our staff are allowed to put furniture, pictures and other items in communal areas. Any furniture provided by us must meet the Furniture and Furnishings (Fire Safety) Regulations 1988.

4. Signposting

- Fire Safety Act 2021
- Health and Safety at Work etc. Act 1974
- Clear communal areas procedure
- Disposal of goods procedure
- Fire management policy
- Fire management procedure
- Health and safety policy
- Neighbourhood management policy
- Neighbourhood management procedure

Policy Review Date – 6 January 2029



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Decision-making record