

## Top 10 Most Common Problems Identified At Properties

### Number 1 - Damaged Bins



The bin is damaged and requires replacing. The damage compromises the functionality of the bin. This damage will allow the bin to fill up with rain water making it heavy and difficult to move and leave the contents open to contamination, theft and easy picking for pests.

**Action Required:** Please ensure the bin lid is attached and fully operational, and please keep the bin well maintained in good repair.

### Number 2 – Bulky Waste



Bulky waste can be unsightly and can provide harbourage for pests. Bulky waste can be collected by appointment with the Nottingham City Council waste department. This is a free service. Please note Bulky waste should only be put out on the front of the property on the day of your collection appointment.

**Action Required:** Order a bulky waste collection by visiting our website.

<https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/request-a-collection-of-bulky-items>



It is good practice to ensure tenants are aware of the waste requirements for Nottingham City and include them in your tenants information pack.



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### Number 3 – Contaminated Bins



The bin is contaminated and the waste has not been correctly sorted.

**Action Required:** The waste must be sorted into the correct waste bins. It is good practice to ensure tenants are aware of the waste requirements for Nottingham City, please include them in your tenants information pack.

<https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections>

Ensure your tenants understand what bin to use for recycling, general and garden waste as the colour of bins can differ in other areas of the country.

### Number 4 – Full Bins & Side Waste

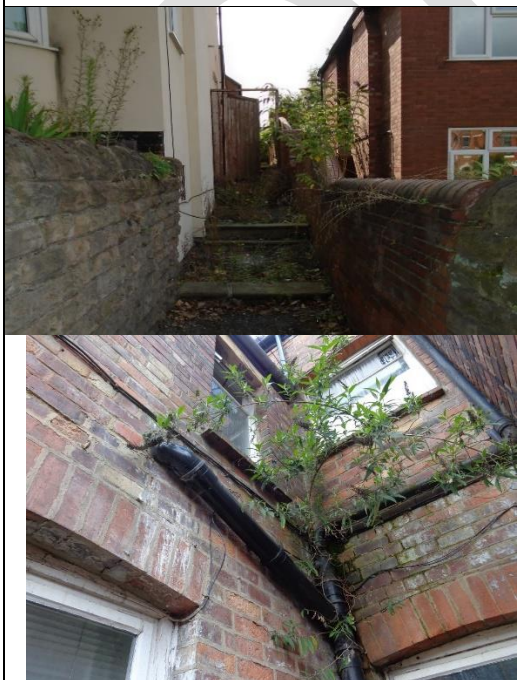


The bins were full and side waste was present which can present bad odours, food and harbourage for pests. This not only looks unsightly but can encourage people to split open bin bags looking for clothing and other goods to remove. The waste collection team will not take open bags. Graffiti and untidy numbering on bins, this brings down the general appearance of the neighbourhood and can devalue area and/or make them less desirable places to live.

**Action Required:** Advise the tenants on managing their waste and arrange for excess waste to be collected by a licenced waste carrier.

It would be good practice to supply bin stickers to identify the bins and prevent them from being stolen.

### Number 5 – Gardens & Yards Untidy and/or Overgrown



The garden, yard or side entry ally way can become untidy and overgrown it needs regular general maintenance. This brings down the general appearance of the neighbourhood and can devalue area and/or make them less desirable places to live.

**Action Required:** This could include removing overgrown hedges and other vegetation encroaching onto your property, neighbouring or public land, weeds, fallen leaves etc. You may need to undertake this work yourself or work with neighbors to tidy up the area.



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## Number 6 – Damage to the Exterior of the Property



The exterior of the property was in poor decorative condition, this may include slipped tiles on the roof, blocked guttering, old paint work that is peeling off, damaged render, defective doors and windows etc.

**Action Required:** Strip down and re-paint any areas of peeling paint, remove defective render and replace with new, remove defective doors/windows and replace with new, fix and repair the roof where any tiles are missing. Make sure damage to any area of the property is repaired.

## Number 7 – Untidy Property Exterior Walls & Defective Guttering

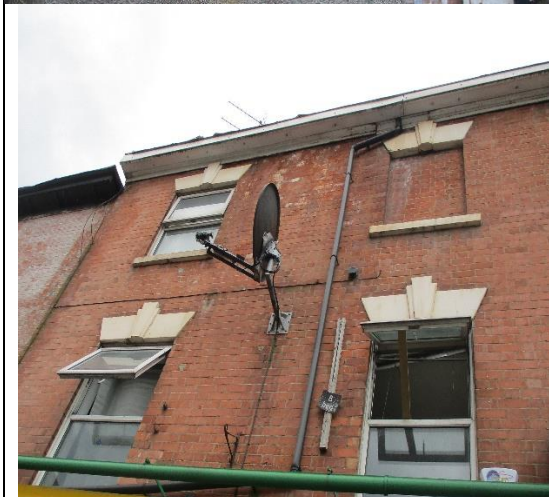


The exterior of the property was in poor visual condition, as per example 6 above, this can include trailing cables, disused satellite, broken aerials or other defective and redundant installations and signage. The window is propped open with a plank of wood.

Damp and green area on the external wall may also cause to damp on the interior wall. This type of damp is usually caused by defective guttering or obstructed guttering causing rain water to overflow down the exterior walls. Damp external wall may lead to mouldy internal and damp internal walls creating unhealthy living condition

**Action Required:** Remove and redundant items and tidy any untidy areas of the property as necessary. Maintain, monitor and leave in a tidy condition.

If you see damp and wet external walls repair and clean the guttering and downpipe as required. You should also check internal walls for damp and mould and carry out any necessary repairs, allow to dry out and then redecorate.





## Number – 8 Lacking Security Glazing



There is HHSRS hazards of collision and entrapment and excess cold at this property as it is not fitted with safety glass in the critical location of the entry door and it is single glazed to a large area. The glazing leaves the property lacking in adequate security measures with the poor quality doors and windows with no security lighting.

The second image shows a bolt fitted to keep the door closed.



**Action Required:** Remove and replace any old windows or doors that are single glazed and makes it easy for intruders to break in and enter the property. Replacing the windows and door will also reduce the excess cold.

Look into providing more security measures such as repairing the door lock and adding lighting. Always install safety glass in critical high volume transit locations.

## Number 9 – Damage and Defective Walls and Fencing



The garden wall and fence look to have been repaired but remain defective and require repair. The exterior wall of the property is a miss match of colours and looks poorly maintained.

**Action Required:** Repair or remove any defective wooden fence panels and posts. Maintain fences and walls in good repair necessary to avoid any collapse, injuries or further damage. Painting this wooden fencing and external walls will make them last longer and visually improve the neighbourhood.



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## Number 10 – Damage Utility Box



The utility boxes at the property were damaged and did not have locking doors for security and safety.

**Action Required:** Repair or remove and replace with new locking utility box units. Maintain them in good repair.

## Useful Information & Contacts

**NCC HMO licencing department**  
[hmo@nottinghamcity.gov.uk](mailto:hmo@nottinghamcity.gov.uk)

**Nottinghamshire Fire & Rescue Service**  
Telephone: 0115 967 0880

Text: 07766 299 999 (hearing impairment)  
[enquiries@notts-fire.gov.uk](mailto:enquiries@notts-fire.gov.uk)

**DASH Services**  
Advice, Training and Consultancy  
<https://www.dashservices.org.uk/Accreditation>  
01332 640324

**UNIPOL Student Homes**  
Advice, Training and Consultancy  
<https://www.unipol.org.uk/Home>

0115 934 5020

[info@nottingham.unipol.org.uk](mailto:info@nottingham.unipol.org.uk)

**Nottingham City Council Waste Info**

<https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/>

**Nottinghamshire Police**

Advice on crime and ASB can be found at:  
<https://www.nottinghamshire.police.uk/advice>

For an **emergency** call 999 immediately

For a non-emergency, you can report a crime by calling 101 or use this website to look at other ways to get in touch:  
<https://www.nottinghamshire.police.uk/contact>

**Report it to Nottingham City Council**

If you come across a problem in your neighbourhood, please let us know by visiting:  
<https://www.nottinghamcity.gov.uk/report-it/>

**Complain about another landlord**

<https://www.nottinghamcity.gov.uk/information-for-residents/housing/something-to-say/>

**Tenancy Deposit Protection**

<https://www.gov.uk/tenancy-deposit-protection>

**Report a problem in your neighbourhood**

<https://www.nottinghamcity.gov.uk/reportit>



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