



Draft Boundary Treatment Policy

SER-POL-30

Version 2.

Date approved: 1 August 2023

Approved by: People and Places Committee

1. Aims of this policy

- 1.1 This policy is intended to clearly set out the responsibilities of both Southway and its tenants with regards the fitting and replacement of boundaries, including fencing. These responsibilities are contained within the Trusts tenancy agreements.
- 1.2 The policy explains what a tenant should do if they require a minor repair to fencing, boundaries or gates, and the service they can expect if they have fencing that is beyond the scope of a minor repair.
- 1.3 The Trust is proud of the green appearance of its neighbourhoods and will always promote the retention of living hedges and privet fencing, over hard landscape fencing. This supports our commitment to achieve Net Zero Carbon by 2028.
- 1.4 The policy also advises the process for tenants to follow when they wish to erect their own fencing.

2. Responsibility for Boundary Replacements and Repairs – Tenants

- 2.1 Under the terms of our Tenancy Agreements, the following responsibilities are included:

Standard Assured Tenancy Agreement and Assured Tenancy Agreement with Protected Rights

Repair of Structure and exterior:

The Trust will keep the structure and exterior of the Premises in repair including fences and gates (where provided by the Trust), pathways, steps, ramps and stairlifts.

Assured (Non-Shorthold) Tenancy Agreement V17 and V21 Agreements

Repairing the structure and exterior of the property:

We will keep in repair the structure and exterior of the property (including drains, gutters, and external pipes). For the avoidance of doubt, the structure and exterior of the property does not include any fences or gates and the Trust is not responsible for keeping the same in repair. The Trust may at its absolute

discretion carry out repairs to a fence or gate in accordance with its policy in force at the time it is to be applied to this agreement.

- 2.2 Southway does not replace damaged fence panels. This is the tenant's responsibility. However, we may secure a boundary or remove it if it is causing a health and safety risk or hazard.
- 2.3 In certain circumstances and to enhance the appearance of a Neighbourhood, work may be carried out to resolve specific issues. This will be as a planned programme of work.

Exceptions

- 2.4 The Trust will occasionally make an exceptional decision to provide new or replacement boundaries. There is a process for applying for exceptional boundary treatment which can be accessed via our website here: [Gardening & Fencing | Southway Housing](#).
- 2.5 Requests are reviewed on a case-by-case basis. Factors such as the vulnerability of household members, safety and security and overall wellbeing are considered as part of this process.

Examples of the types of circumstances that may support the request for exceptional boundary treatments are:

- (a) The household is made up of elderly or vulnerable people, whose quality of life and / or safety would benefit from the provision of fencing.
- (b) The work is required to reduce incidences of anti-social behaviour, in accordance with an action plan agreed by the Trust or as recommended by the Police.

- 2.6 The decision on whether to approve an exceptional request for boundary treatment will be carried out by a panel of three officers with a decision communicated back to the customer within **20** working days.

3. Responsibility for Boundary Repairs and Replacements – the Trust

- 3.1 For any fencing installed by the Trust as part of an environmental improvement programme after 2007, we will repair and maintain this in

accordance with the Tenancy Agreement, generally as part of a planned maintenance programme.

- 3.2 We will keep the condition of boundaries under review and where a programme of work may enhance a neighbourhood or provide an enhancement at a reasonable cost, we may decide to carry out work.
- 3.3 There are areas in our neighbourhoods' where robust long-lasting fencing has been installed by the Trust as part of an environmental improvement programme. The overall condition of this fencing will be monitored, and maintained as part of future similar programmes, planned environmental improvement programme.

4. Service Standards

- 4.1 Where we agree to repair a boundary the customer will be advised of the timescales within which this work will be carried out.
- 4.2 In deciding on the type of boundary to be installed the Trust will take into consideration neighbouring boundaries, so that works are in keeping as far as is reasonably possible with their surrounds.

Boundary work will generally involve retaining existing hedges and privets.

5. Permission to install fencing

- 5.1 If a tenant wants to install their own boundary, they must seek approval from Southway.
- 5.2 An officer will make sure that any boundary is installed on the correct boundary line, that necessary permissions have been sought where appropriate, and that any neighbours directly affected by the work have been consulted.
- 5.3 The Trust will not usually agree to the removal of an existing hedge that is in general good condition.
- 5.4 If a tenant receives permission from Southway to install a boundary, they will be responsible for its upkeep and any future replacements.