



# Gardens, Stairs and Shared Areas



This leaflet explains what we (North Ayrshire Council) expect from you when you look after gardens and shared areas. It also explains what our responsibilities are as your landlord.



The leaflet also explains what action we will take against you if you don't keep your garden in a satisfactory condition or you don't keep to your responsibilities and don't clean a shared area.



You must take your turn at keeping the garden tidy.

The garden, stairs and shared areas are part of your home. If you keep them in a good condition, you and your neighbours can enjoy them and your neighbourhood will look better.

## Garden, stairs and shared areas

When you signed your tenancy agreement, you agreed to maintain your garden or your part of the garden and shared area. You also agreed to take your turn at cleaning your stairs and shared area.

## What are my responsibilities if I have a garden?

You must take reasonable steps to make sure that your garden doesn't become overgrown, untidy, or causing a nuisance. If you fail to do this, we may (after speaking to you first) arrange to tidy the garden and may charge you for this. If the garden is still in an unsatisfactory condition, we may take legal action against you.

## What if I live in a block of flats and there is a shared garden?

You must take your turn at keeping the garden tidy. You and every resident of the block are responsible for taking a turn to look after, for example, a shared drying area. If you and the other residents cannot agree on a rota we will organise one so that everyone takes their turn. If you do not take your turn on the rota we will (after speaking to you first) arrange for the work to be done and we may charge you for this.

## Can I get help with my garden?

We run a grass-cutting scheme for the elderly and disabled. For more details or if you want to find out if you qualify for this scheme, phone 01294 310000.

## What are my responsibilities if I live in a flat with a shared area?

You must, when it's your turn, clean the stairs, windows and banisters. You are responsible for cleaning your landing and any stairs down to the next level. You and the other residents in the block must organise a cleaning rota. If you and the other residents cannot agree on a rota we will organise one so that everyone takes their turn. If you do not take your turn on the rota we will (after speaking to you first) arrange for the work to be done and we may charge you for this.

## Health and Safety

You must not leave or store anything such as prams, bikes, or plants on landings or stairs. They are used all the time and are the main escape route for residents in case of a fire.



We run a grass-cutting scheme for the elderly and disabled. For more details or if you want to find out if you qualify for this scheme, phone 01294 310000.

# Useful contact numbers

## Area housing offices

### **Beith and Dalry Housing Office**

01294 835355 / [dalryhousing@north-ayrshire.gov.uk](mailto:dalryhousing@north-ayrshire.gov.uk)

---

### **Irvine Housing Office**

01294 310150 / [irvinehousing@north-ayrshire.gov.uk](mailto:irvinehousing@north-ayrshire.gov.uk)

---

### **Kilbirnie Housing Office**

01505 685177 / [kilbirniehousing@north-ayrshire.gov.uk](mailto:kilbirniehousing@north-ayrshire.gov.uk)

---

### **Kilwinning Housing Office**

01294 552261 / [kilwinninghousing@north-ayrshire.gov.uk](mailto:kilwinninghousing@north-ayrshire.gov.uk)

---

### **Largs Housing Office**

01475 687590 / [largshousing@north-ayrshire.gov.uk](mailto:largshousing@north-ayrshire.gov.uk)

---

### **Three Towns Housing Office**

01294 310005 / [threetownshousing@north-ayrshire.gov.uk](mailto:threetownshousing@north-ayrshire.gov.uk)

---



**Antisocial Behaviour Investigation Team**  
01294 314692 / [ASBIT@north-ayrshire.gov.uk](mailto:ASBIT@north-ayrshire.gov.uk)

---

**Common Housing Register**  
[commonhousingregisterteam@north-ayrshire.gov.uk](mailto:commonhousingregisterteam@north-ayrshire.gov.uk)

---

**Community Wardens**  
01294 314690 / [communitywardens@north-ayrshire.gov.uk](mailto:communitywardens@north-ayrshire.gov.uk)

---

**Home Security Project**  
[homesecuritypoint@north-ayrshire.gov.uk](mailto:homesecuritypoint@north-ayrshire.gov.uk)

---

**Police Scotland**  
101

---

**Tenancy Support**  
[tenancysupport@north-ayrshire.gov.uk](mailto:tenancysupport@north-ayrshire.gov.uk)

---

**Victim Support**  
0845 603 9213

---

**Women's Aid**  
01294 602424

---

If you want to talk about any problems to do with shared areas, please contact your local housing office.

You should phone 01294 273685 to speak to someone at the Concierge Office that covers the High Flats in Irvine, or 01294 602611 to contact the Area Office if you have any questions about the High Flats in Saltcoats.

Contact North Ayrshire Council on  
01294 310000

[www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)

"North Ayrshire Council is committed to promoting a safe and secure environment so that its residents are able to live peacefully in their own communities."



**This document is available in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.**

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.