

Fencing Guidelines for Tenants

These guidelines are designed to help tenants understand their responsibilities for fencing maintenance and repair in Council properties.

1. As a tenant **you are primarily responsible for repairing or replacing existing fencing** as outlined in clause 3.c of your tenancy agreement and on page 7 of your tenant handbook. There are certain exceptions to these guidelines which are outlined below.
2. **If you want to erect a new fence where one does not already exist, you must contact the Council** using the contact form or write to us to seek permission and be aware that your new fence will be solely your responsibility to repair and maintain.

Exceptions

In exceptional circumstances the Council may agree to repair or replace a fence. This list of exceptions is not exhaustive, and each case will be assessed on an individual basis:

- All communal fencing – this is the responsibility of the Council
- Homes undergoing or awaiting Works (voids) – we will aim to ensure all fences associated with a void are in a good state of repair and fit for purpose.
- Anti-Social Behaviour (ASB)– we will consider a repair if a damaged fence is impacting on a resident experiencing ASB.
- Health & safety – we will consider repairing a fence if it is directly impacting the health and safety of a tenant.
- Vulnerable tenants – The Council may carry out fence repairs if the condition of the fence has a direct impact on the wellbeing or specific needs of a vulnerable tenant

Exceptions will be considered by either a member of the Landlord Services Team or the Technical Services Team depending on the nature of the exception.

Should you disagree with a decision from either team on an exception case, you have the right to appeal the decision by contacting the Housing Repairs Manager.

To report a fencing issue, you can contact us on:

Telephone: 01483 505050 (office hours)

Emergency: 01483 444222 (office hours)

Online Contact Form: <https://my.guildford.gov.uk/customers/s/contact-support>