



Marden

Clean, Safe, Green Charter

Vision

“Helping to make Marden Cleaner, Safer and Greener”

The Charter

This charter is a voluntary agreement that sets out the rights, responsibilities and expectations between residents, social landlords and other service providers to create a ‘cleaner, safer, greener’ community.

It’s a shared vision for the community that involves Golding Homes, mhs homes, Marden Parish Council, Maidstone Borough Council, Kent County Council, Kent Police, Kent Fire and Rescue Service, and most importantly the members of the community. It allows all involved to focus on creating a ‘cleaner, safer, greener’ community and agree who’s responsible for these issues. By clarifying the responsibilities, everyone’s better informed and able to take action.

The charter includes information on the standards to be achieved and resources allocated for a wide range of issues. Not only will this tell you who to contact, it also tells you where and how you can help.

Cleaner, Safer, Greener

What do we mean by cleaner, safer, greener?

Cleaner streets, free of litter, graffiti and dog fouling, where people feel safe and children can play without fear.

Safer neighbourhoods, free from the suffering caused by noisy neighbours, anti-social behaviour and crime.

Greener communities with parks that are attractive, inviting, and well-maintained. Open spaces that aren't blighted by dumped rubbish and abandoned vehicles. Communal areas of planting are regularly cut and maintained and free from litter and rubbish.

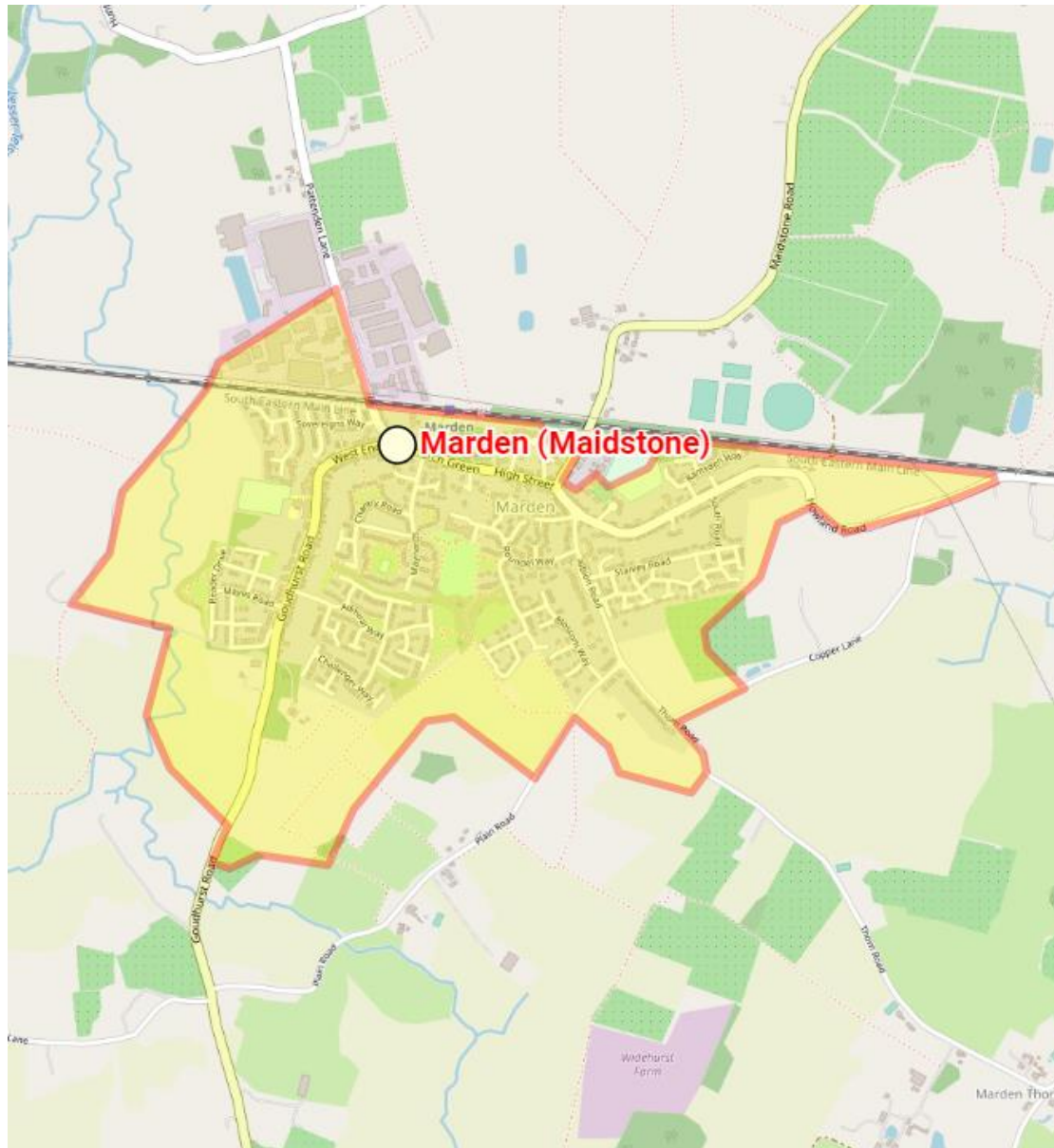
Clean, safe, green issues affect the way that neighbourhoods look and the way the people living there feel about their own communities. Not only can these issues affect people's quality of life, but they can also affect issues such as:

- House prices
- Job opportunities
- People moving in and out of the area
- Unemployment
- Health.

Background

Golding Homes and mhs homes are taking a proactive approach to dealing with these issues in Marden, partly by working in partnership to develop this 'Cleaner, Safer, Greener' charter. This charter was developed between January and August 2023. It's designed to be part of a process of partnership working to realise the vision of a cleaner, safer, greener community and demonstrates the positive resident-focused work already being undertaken by partners within Marden. This charter will be promoted in collaboration with service providers and the community of Marden.

The area covered by the charter is detailed in the map below.



Resident Vision

We'll promote considerate and neighbourly behaviour, encourage personal responsibility and work with the relevant service providers through this charter to make our parish a clean, safe and pleasant place to live. We'll work towards having a great community spirit and will take pride in where we live.

Golding Homes

Golding's vision is to be efficient, local, visible, and listening, providing sustainable homes and communities. We welcome the opportunity to develop a clean, safe and green charter to help identify our mutual rights and responsibilities in the Marden community.

mhs homes

We're committed to working with our partners to help create safer, greener communities where everyone has a decent home and the environment and space to thrive.

Kent County Council

We undertake to ensure that residents are able to recycle waste, report fly-tipping and access our many services, making Marden cleaner, safer and greener.

Maidstone Borough Council

As part of our Strategic Plan, Maidstone Borough Council strives to make Maidstone a borough that works for everyone and gives its support to this charter.

Marden Parish Council

We will work with residents to promote considerate and neighbourly behaviour, encourage personal responsibility and work with relevant organisations to make Marden a clean, safe and pleasant environment and place. We will promote community spirit and taking pride in where we live.

Kent Police

We want everyone in the borough to be safe and feel safe. We'll play an active role in striving to make Marden cleaner, safer and greener.

Kent Fire and Rescue Service

We support this charter and will continue to work together with our partners to help make Marden a cleaner, safer and greener place to live and work for everyone.

Collective Stakeholders' Pledge

We share the community's vision for Marden and confirm our joint support for this charter. We'll continue to listen to the views of the residents, support and improve local services, and work together in a united approach to creating a cleaner, safer, greener community.

Signatures of all above partners

Golding Homes

.....
Signature for and on behalf of Golding Homes *Print name*

mhs homes

.....
Signature for and on behalf of mhs homes *Print name*

Kent Police

.....
Signature for and on behalf of Kent Police *Print name*

Kent Fire & Rescue Service

.....
Signature for and on behalf of KFRS *Print name*

Maidstone Borough Council

.....
*Signature for and on behalf of
Maidstone Borough Council* *Print name*

Marden Parish Council

.....
*Signature for and on behalf of Marden
Parish Council* *Print name*

Kent County Council (KCC)

.....
Signature for and on behalf of KCC *Print name*

Clean Safe and Green responsibilities – Who’s responsible and who should I contact?

Across Marden, responsibility of various issues may be shared between service providers as shown in the table below.

Direct responsibility 

Working as a partner with shared responsibility 

	Maidstone Borough Council	Kent Police	Kent Fire and Rescue Service	Golding Homes	Kent County Council	Marden Parish Council	mhs homes
Household waste and recycling							
Fly tipping (dumped rubbish)							
Dog fouling and stray dogs							
Graffiti							
Litter and litterbins							
Waste in gardens							
Anti-social behaviour and vandalism							
Streetlights							
Vehicle crime							
Parking issues							
Green and open spaces							

Who can I contact about these issues?

Listed here are the different service providers that you can contact to report an issue.

Maidstone Borough Council: Switchboard 01622 602000

Community Protection Team (noise, antisocial behaviour and dog related matters) 01622 602202

Waste Services 01622 602600

www.maidstone.gov.uk

Kent Police:

- Non-emergency 101
- **Emergency - Call 999 if life is in danger or a crime is in progress**

Kent Crime Stoppers: Free phone 0800 555111

www.crimestoppers-uk.org

Golding Homes: 0300 777 2600

www.goldinghomes.org.uk

mhs homes: 01634 565333

www.mhs.org.uk

Marden Parish Council: 01622 832305

clerk@mardenkent-pc.gov.uk

Kent Fire and Rescue Service:

- Non-emergency 01622 692121
- **Emergency – Call 999 and ask for fire and rescue service**
- For any arson related issues call 999 and ask for FIRE, or if you have information call anonymously - Kent Crime Stoppers: Free phone 0800 555111

Kent County Council: 03000 41 41 41

www.kent.gov.uk

Residents – responsibilities and commitment

Everyone has a role to play in helping to make Marden a cleaner, safer, greener community and keeping it that way.

You can help by:

- *Putting rubbish bags out for collection each week before 6am on your collection day and not leaving them out on the street at the wrong time.*
- *Making sure the bins / bags (dependant on your collection arrangements) are not overflowing and don't have extra side waste alongside.*
- *Making use of the recycling services provided and using the household waste recycling centre if possible.*
- *Using the litter bins provided or taking litter home.*
- *Being a responsible dog owner, cleaning up after your dog and not letting it out alone. Making sure your dog gets daily exercise and mental stimulation from toys or training to prevent unwanted behaviours caused by boredom.*
- *Keeping the front of your property tidy and clear of waste items.*
- *Being courteous to your neighbours when lighting bonfires in your garden.*
- *Taking responsibility for getting rid of large items of waste in the correct way and using the bulky item collection service.*
- *Reporting any dog fouling, fly-tipping, graffiti, abandoned vehicles or dangerous waste to the relevant agency and encouraging others to do so.*
- *Respecting your neighbours and not harassing them or annoying them with noise.*
- *Driving and parking considerately showing regard for the safety of others.*
- *Checking your smoke alarm and carbon monoxide alarm regularly.*

The Issues

During the process of consultation, surveys were completed with local residents and meetings held between service providers including Golding Homes, mhs homes, Marden Parish Council, Maidstone Borough Council, Kent Police, Kent Fire and Rescue Service and Kent County Council. The cleaner, safer, greener issues present in the area and those responsible for dealing with each issue were identified.

Below is a summary of each of the issues and the individual commitment from service providers to tackling them.

Household waste collection and recycling

Maidstone Borough Council

- We'll collect non-recyclable household waste fortnightly in the black wheelie bin provided. All refuse must not be presented before 10pm the night before collection, and no later than 6am on the day of collection.
- We'll collect recyclable waste fortnightly in the green bin provided.
- We'll collect garden waste fortnightly in brown wheelie bins. This service is provided through a subscription. More information can be found at www.maidstone.gov.uk.
- We provide a bulky waste collection service; we'll collect items from a property boundary for a small fee. Please visit www.maidstone.gov.uk for more details or to book a collection.

Kent County Council

- We're responsible for 20 Household Waste Recycling Centres (tips) across the county. The sites accept most items for disposal or recycling with the exception some items which are chargeable. You must book a slot online by visiting www.kent.gov.uk.
- The nearest tip is Maidstone Waste Recycling Centre, Burial Ground Lane, Tovil, Maidstone, Kent ME15 6RJ.

Fly-tipping (dumped waste)

Maidstone Borough Council

- We provide a single point of contact to report all dumped waste on the highway or council owned land within the Maidstone Borough.
- We aim to remove fly-tipped waste from land that we own or on the public highway within 48 hours of it being reported. Larger fly-tips or those needing specialist equipment to clear will take longer.
- Where there's sufficient evidence we will prosecute those caught fly-tipping and if convicted, there are heavy fines of up to £20,000 or even imprisonment.
- Waste dumped on private land (e.g. fields, gateways, drives or private car parks) is the responsibility of the landowner and we'll only remove if requested by them. A charge is likely to apply.

Golding Homes

- We'll remove illegally dumped waste from land owned by Golding Homes within three working days of it being reported.
- We'll take action on any person who is found to be responsible for dumping rubbish on land owned by Golding Homes.

mhs homes

- We'll remove illegally dumped waste from land owned by mhs homes on our priority estates within 48 Hours of it being reported.
- We'll remove illegally dumped waste from land owned by mhs homes within 5 working days of it being reported.
- We'll take action on any person who is found to be responsible for dumping rubbish on land owned by mhs homes.

Kent County Council

- The Waste Collection Authorities (districts/boroughs) have the statutory power to deal with fly tipping. All reports of fly tipping (including Public Rights Of Way) should be forwarded to the local district / borough council where the offence occurs. They're the single point of contact and if needed, they'll contact Kent Highways. If you witness a fly tipping offence taking place you should report this immediately to the police.

Dog fouling, stray dogs and responsible dog ownership

Maidstone Borough Council

- We have a dog control Public Space Protection Order (PSPO) in place for Marden. The PSPO helps us encourage responsible dog ownership which includes picking up dog waste and disposing of appropriately and keeping dogs under control.
- We'll endeavour to issue a Fixed Penalty Notice to anyone caught failing to clean up after their dog or not keeping their dog under proper control.
- We collect or seize any stray dogs found in the borough and keep them safe until they are claimed. You can report a stray dog by calling 01622 602117.
- We licence cat and dog boarding providers, dog breeders and pet shops selling animals to help keep your pets safe and well. We will investigate reports of unlawful animal activity.

Graffiti

Maidstone Borough Council

- Residents can report graffiti to us by calling 01622 602000 or reporting online at www.maidstone.gov.uk
- We'll remove graffiti from council owned property.
- We'll liaise with land/property owners and provide a charged service to have graffiti removed quickly from private property.

Golding Homes

- We'll remove offensive or racist graffiti from Golding Homes properties within 24 hours and other graffiti within 28 days.

mhs homes

- We'll remove offensive or racist graffiti from mhs homes properties within 24 hours and other graffiti within 5 working days.

Marden Parish Council

- We work in partnership with Maidstone Borough Council on graffiti removal; residents can report to us and we in turn contact the borough council.

Kent Police

- Kent Police will take positive action against offenders committing acts of graffiti.

Litter and litter bins

Maidstone Borough Council

- We're responsible for cleaning the adopted streets and servicing public litter bins on a regular basis (frequencies vary).
- We'll endeavour to issue Fixed Penalty Notices of £120 for people caught dropping litter (this is reduced to £90 if paid within fourteen days).

Kent Police

- Where appropriate, Police Community Support Officers may issue Fixed Penalty Notices to anyone found committing a littering offence.

Golding Homes

- Our Tenancy Advisors and Homes Team regularly visit the estates to check the condition of the area and report any problems.
- We carry out 'Neighbourhood Action Days' every year. Residents are encouraged to join our Tenancy Advisors on an estate walkabout to check the general condition of the estate and to record any vandalism, graffiti and other damage.

mhs homes

- Our caretakers regularly litter pick our estates. We carry out 3 estate inspections a year with our estates team. Our customer team carry out yearly area walks to check our estates.

Marden Parish Council

- We encourage and organise for Maidstone Borough Council to provide volunteer groups with equipment such as litter picks and bags. We also organise annual litter picks.

Waste in gardens

Golding Homes

- All customers are responsible for keeping their gardens tidy and in good condition.
- We allow time for waste to be cleared away and issue a warning that if it is not removed.
- Persistent problems of waste in gardens will be dealt with as a breach of tenancy and in line with our anti-social behaviour policy.

mhs homes

- All customers who have a private garden or an outside area, you must keep it tidy and rubbish free.
- Customers must make sure the trees and bushes do not grow out of control and upset your neighbours by growing outside your garden or interfering with pipes, wires or any electrical equipment.

Maidstone Borough Council

- If the waste is on private land (e.g., fields, gateways, drives or private car parks), it's the responsibility of the landowner and will not be removed by the council, unless we're requested to do so. It's likely a charge would apply.

Anti-social behaviour including vandalism

Maidstone Borough Council

- The Community Safety Team (CSU) consists of several council teams, police officers and partners, including Kent County Council wardens and housing associations. To report or receive advice on anti-social behaviour, fly tipping, graffiti, issues about licensed premises, abandoned vehicles, environmental and noise nuisance, neighbourhood watch and other community safety issues.
- Information is treated in confidence, and your name and address will not be passed to those believed to be causing the anti-social behaviour.
- If the problem is an emergency or life threatening, you should always call 999.

Kent Police

- We provide a CLO (Community Liaison Officer) for the area of Marden. Their main aim is to develop, maintain and improve positive relationships between Kent Police and diverse communities. Working with diverse communities, the CLOs can understand specific needs our communities have and work to providing the most appropriate service. CLOs are also key in supporting our Independent Police Advisory Group (IPAG).
- Kent Police will respond to immediate calls via the 999 system where:
 - there is danger to life.
 - violence is being used or there is an immediate risk of its use.
 - a crime is in progress.
 - an offender has recently been disturbed at a crime scene or is nearby.
 - an incident results in serious personal injury or serious traffic hazard
 - it is otherwise apparent from the circumstances that an immediate response is appropriate.
- We'll prioritise all other non urgent calls via the 101 number and our response will be appropriate to the nature of the call.

Kent Fire & Rescue Service

- We run young driver programmes to help make the roads safer.
- We provide safety education through our school's education programme.
- We work with our partners to protect vulnerable members of the community.

Golding Homes

- We aim to promote a safe and secure environment for people to live in.
- We'll work together with our partners to create safer neighbourhoods.
- We'll respond to all reports of hate crime and domestic violence including domestic abuse within one working day.
- We'll respond to reports of anti-social behaviour within five working days.
- Our objectives are to take early action including using preventative measures where possible and to be pro-active in tackling anti-social behaviour i.e. mediation, warning letters/visits, Community Protection Warnings, Injunctions and Possession proceedings

- We work closely with other agencies and work jointly on cases where appropriate and co-ordinate data collection on anti-social behaviour.
- We'll ensure our staff are adequately trained to deal with anti-social behaviour and we take reports of anti-social behaviour very seriously.
- We'll support people wherever we can and protect witnesses as far as possible.
- We aim to resolve problems wherever we can and recognise that in some cases legal action may be appropriate.

mhs homes

- We won't tolerate anti-social behaviour directed towards our customers, their visitors, or those engaged in lawful activities in the locality of our homes, such as staff or contractors.
- We'll ensure that our staff are trained and have the knowledge and confidence to support customers and work in partnership to resolve ASB.
- We'll take effective, appropriate, and proportionate action to tackle ASB, using a full range of interventions and if necessary, the use of the legal framework available to us.
- All reports of ASB will be treated in the strictest confidence and the identity of the complainant will not be revealed without their consent. All reports will be investigated, and the complainant involved in agreeing the actions taken.
- We'll risk assess cases and our response time will determine our response times. In most cases, we'll contact the complainant within 72 hours to discuss the complaint and contact the perpetrator within 5 working days. Where there is harassment, severe violence, or a threat of severe violence we'll make contact within 1 working day.
- mhs homes will not always carry out a full investigation for one off instances. We'd expect residents to try and resolve most problems themselves first by speaking to their neighbour.
- We'll always try to resolve matters amicably by talking to those concerned and by offering suitable advice and / or mediation.

- We'll take action to evict a perpetrator where it is reasonable and proportionate to do so and the evidence is sufficient and robust enough for a successful possession action.
- We'll actively work with multiple agencies but not limited to, Police, Local Authorities, Health, Probation, the Youth Offending Service, Social Services, Education, Fire Brigades and other social housing providers, dependant on the cases.

Kent County Council

- We employ community wardens who patrol the area by bike or on foot. They work with the community to help solve problems and build strong community spirit.
- We're responsible for making gating orders that can be an effective way of reducing crime and anti-social behaviour in an area.

Lighting

Kent County Council

- We're responsible for maintaining street lighting and will respond to reports of a faulty light within ten working days. Report a faulty streetlight by calling 03000 418181 or report online www.kent.gov.uk Please note the code on the side of the column or the number of the house the light is outside, name of the road, village or town, and what's wrong with the light.

Golding Homes

- We'll maintain all street lighting on land owned by Golding Homes.

mhs homes

- We'll maintain all street lighting on land owned by mhs homes.
- The estates team inspect communal lighting on a regular basis.

Vehicle crime

Kent Police

- We'll work with residents to take steps to safeguard their vehicles. Any reports made to Kent Police in Marden relating to vehicle crime will be fully investigated.

Nuisance/inconsiderate parking

Kent Police

- Vehicles obstructing the highway can cause major traffic problems and can have a major impact on the emergency services which could potentially risk lives.
- If a vehicle is causing an obstruction, and especially if emergency services cannot get through, the vehicle can be towed away.
- For 'one off' dangerous driving please call 101

Kent County Council

- We work in conjunction with local councils. For enquiries relating to disabled blue badges, persistent dangerous and obstructive parking, road safety and traffic management please call 03000 418181 or visit www.kcc.gov.uk/roads-and-travel

Maidstone Borough Council

- We work in conjunction with Kent Highways to administer the county council's policy on providing disabled parking places on the road.
- A number of criteria must be met before a bay can be provided although any blue badge holder can apply.
- We enforce parking restrictions such as double yellow lines and resident parking schemes and will issue penalty charge notices.
- We enforce parking across dropped kerbs where they are provided for pedestrian use. We'll also enforce a vehicular drop kerb providing it's one that's been approved by the Highway Authority and where a resident asks us to. To apply for a dropped kerb, you must contact KCC Highways online as they grant permission and set standards. Please call 03000 418181 for an application form or visit www.kcc.gov.uk/roads-and-travel to apply online.

Golding Homes

- We'll deal with issues on our land in line with our tenancy management and anti-social behaviour policy and procedures. We'll work with Kent County Council and Maidstone Borough Council to remove untaxed cars.

mhs homes

- We'll deal with car issues on our land in line with our tenancy management and procedures. In the event any vehicle is found untaxed or causing a hazard by parking in a dangerous location, i.e., blocking fire escapes action will be taken to remove it and possibly dispose of it.
- We won't allow customers or visitors to park a caravan, motor home, boat or trailer in the garden, driveway or paved areas around our homes/communal parking/garage area without our written consent.

Marden Parish Council

- We'll deal with any car issues on land owned by the parish council and will work with Kent County Council and any other agencies to remove untaxed cars.

Green and open spaces

Maidstone Borough Council

- The council arranges regular tree inspections and conducts any safety related tree maintenance. Maidstone Borough Council work in partnership with Marden Parish Council to maintain open spaces that are owned by the council.

Golding Homes

- We're committed to creating great neighbourhoods where people want to live. This includes keeping Golding Homes owned estates well maintained and 'looking good'.
- We maintain Golding Homes owned communal estate grounds including grass cutting, sweeping footpaths and tending landscaped areas.
- We carry out 16 grass cuts per year including collection of cuttings and also 20 hard surface clearances including litter picking and rubbish clearance.

- We clear weeds from the edges of footpaths at least once a year.
- We maintain beds and borders 20 times a year, which includes removing weeds, pruning and trimming and additional planting where required. All litter will be removed from beds and borders.
- We'll clear overhanging branches, remove saplings and cut back verges on our land.
- We'll cut hedges to communal areas each year to ensure that they don't obstruct the footpaths.

mhs homes

- We'll embed a new "Clean, Green and Safe" environment standard for all our estates.
- We'll cut the grass on our estates every four weeks between March and November (subject to weather)
- We'll cut rough grass on our estates in May, July and September
- We'll carry out Weed control three times a year.
- We'll trim the Hedges once a year.
- We'll clear leaves to paths from October onwards.
- We'll collect rubbish / litter to grass / horticultural areas at each visit.
- We'll inspect the trees in our communal areas every year.

Marden Parish Council

- The Parish Council will maintain its open spaces to a good standard including grass cutting, removal of glass or litter, provision and maintenance of play equipment, flowerbeds, trees and shrubs.

Other useful numbers

Community Warden for Marden:

Mira Martin 07969 584179 mira.martin@kent.gov.uk

Kent Police:

Kent Police takes all reports of crime very seriously.

Call 999 if:

- a crime is happening now
- people are injured
- people are being threatened or are in danger
- someone suspected of committing a crime is nearby.

Call Kent Police on 101:

- if a crime happened in the last 20 minutes to report:
 - any crime where violence was used or threatened
 - stolen vehicles
 - fraud
 - burglary
 - bogus callers
 - fire (where someone's life was put at risk.)
- to report any other non-emergency crime.

To discuss non-urgent matters or to contact a member of your neighbourhood team, please call 101.

Community Safety Unit (CSU): 01622 602202

Neighbourhood Watch - getting involved:

To find out about Neighbourhood Watch schemes in your community, get in touch with your local liaison officer who will advise you whether a scheme already exists or help you start a new one. Please call Kent Police on 101.

Contact your local councillor:

Borough Councillors:

Annabelle Blackmore

Poplar Tree Farm

Milebush Lane

Marden

Kent

TN12 9AS

01622 833299

annabelleblackmore@maidstone.gov.uk

David Burton

07590 229910

david.burton@burtons.uk.com

Claudine Russell

Claudinerussell@maidstone.gov.uk

County Councillors:

Cllr Lottie Parfitt-Reid

lottie.parfitt-reid@kent.gov.uk

How can I get involved?

Listed here are details of projects you can get involved in to help improve the local environment in your area:

Litter picking events.

Volunteer led community clear ups. Contact Golding Homes Estate Improvement Lead on 01622 212506 or email mandie.stallard@goldinghomes.org.uk.

If you'd like to organise your own litter picking event, Maidstone Borough Council can provide litter picks and bags for the event. For more information, please call streetscene@maidstone.gov.uk

Kent Community Warden Service

The Kent Community Warden Service's aim is *"to help create safer and stronger communities."* Towards this end, each warden's work is underpinned by the same core objectives: Provide a reassuring conspicuous presence; tackle anti-social behaviour; act as 'eyes and ears' for other agencies; be a trusted friend for the community; improve access to local authority services; and promote social inclusion. Contact details and further information on the work of the Kent Community Warden Service can be viewed on the KCWS website: www.kent.gov.uk/communitywardens.

Home Fire Safety Checks

Kent Fire and Rescue Service offers free home fire safety visits. Making sure home is a safe place is important for everyone, especially if you have a long-term health condition or dementia, a young family, are an older person or a smoker. One way to help make your home a safer space is to request a free home fire safety visit from one of our firefighters or Safe and Well officers. These visits are available to any of our customers who may have particular needs or priorities. To arrange a visit call our team on 0800 923 7000 or visit our website - www.kent.fire-uk.org/hfsv

Volunteer with Kent Police

Kent Police has dedicated volunteers who perform a variety of tasks at a time that suits their personal and work commitments. You can register your interest in becoming a volunteer with Kent Police by contacting your local Volunteer Liaison Officer Michael Laidlow on 01634 792131 or email michael.laidlow@kent.police.uk