CONSILIUM
TRAINING + SUPPORT

WASTE CRIME AWARENESS WEEK

05 – 11 OCTOBER 2026

TOP TIPS FOR REGISTERED SOCIAL LANDLORDS: TACKLING WASTE ACCUMULATIONS, LITTER, FLY TIPPING AND ABANDONED VEHICLES



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For Registered Social Landlords (RSLs), waste-related issues are about far more than estate cleanliness. They can affect resident satisfaction, perceptions of safety, neighbourhood appearance, tenancy sustainment and confidence in landlord services.

The Regulator of Social Housing's Neighbourhood and Community Standard places an expectation on landlords to work with relevant partners to keep neighbourhoods and communal areas safe and well maintained and to address issues that can negatively affect residents and communities.

Here are some practical tips to help housing providers tackle waste-related issues effectively.

Treat waste issues as a housing management issue

Waste accumulations, fly-tipping and litter are often symptoms of wider problems such as:

- Anti-social behaviour
- Lack of resident engagement
- Design issues
- Vulnerability
- Poor waste facilities
- Community tensions

Avoid viewing waste solely as a clearance problem. Think about why is the problem happening at the location. Is it because of poor lighting, lack of facilities, poor community perception of the area, a hidden, unmaintained area?

Remember the link to Consumer Standards

Under the Regulator of Social Housing's Consumer Standards, residents should be able to enjoy safe and well-maintained neighbourhoods.

Persistent waste issues may contribute to:

- Reduced resident satisfaction.
- Fear of crime.
- Perceptions of neglect.
- Community tensions.
- Increased complaints.

Waste management should therefore be viewed as an important part of delivering positive resident outcomes

Act early

Small issues can quickly become larger problems. Prompt intervention often prevents long-term management problems.

Examples include:

- One abandoned item becoming multiple deposits.
- Overflowing bins attracting additional waste.
- Fly-tipping hotspots becoming established dumping grounds.

Try to identify hotspot areas early. Look for:

- Repeat locations being targetted.
- Repeat offenders.
- Common waste types.
- Peak times and days for waste-related issues arising.
- Physical vulnerabilities.

This information can then be used to target resources and interventions effectively.

Consider estate design

Sometimes the environment unintentionally encourages poor behaviours. Well-deigned and well-maintained spaces are typically less attractive to offenders.

Consider:

- Bin store locations.
- Lighting.
- Access controls.
- Signage.
- CCTV opportunities.
- Landscaping improvements.

Build resident ownership

People are more likely to care about spaces they feel connected to. Encouraging positive engagement often reduces environmental problems.

Consider:

- Community clean-up events
- Gardening initiatives
- Resident champions
- Estate improvement projects
- Neighbourhood competitions

Communicate expectations clearly

Residents should understand:

- Waste disposal arrangements.
- Recycling requirements.
- Reporting procedures.
- Bulky waste arrangements.
- Consequences of non-compliance.

Don't assume residents already know the rules. Provide information:

- At sign-up.
- During tenancy visits.
- Through newsletters.
- Via social media.
- On estate signage.

Tackle root causes

Where waste issues persist, investigate why. Addressing the cause often delivers longer-lasting results than repeated enforcement alone. Potential causes may include:

- Insufficient bin capacity.
- Collection problems.
- Lack of awareness.
- Residents moving furniture and being unaware of how or where to dispose of bulky waste.
- Contractors depositing waste.
- Rogue waste carriers.

Don’t ignore abandoned vehicles

Abandoned vehicles can:

- Attract anti-social behaviour
- Create safety concerns
- Encourage further environmental degradation
- Increase resident complaints

Develop clear procedures for:

- Reporting
- Risk assessment
- Partner referrals
- Vehicle removal processes

Early action helps maintain confidence in estate management.

Work closely with partners

Effective waste management is rarely achieved in isolation. Develop strong relationships with:

- Local authority environmental enforcement teams.
- Waste collection services.
- Community safety teams.
- Police.
- Fire and rescue services.
- Environmental health.
- Resident groups.

The most successful interventions are often partnership-led.

Consider vulnerability

Some waste accumulations and other waste crime incidents may be linked to:

- Mental health issues.
- Hoarding behaviours.
- Learning difficulties.
- Physical disabilities.
- Safeguarding concerns.

Support-focused interventions should be considered where appropriate. Not every waste issue is deliberate non-compliance.

Use enforcement proportionately

Whilst education and support should often be considered first, persistent offenders may require formal intervention. Ensure interventions are proportionate and evidence-based.

Monitor resident feedback

Residents often identify emerging issues before they become significant problems. Pay attention to:

- Complaints.
- Satisfaction surveys.
- Community meetings.
- Estate inspections.
- Resident scrutiny groups.

Publicise positive outcomes

Residents need to see that action is being taken. Visible action helps build trust and confidence. Share information relating to:

- Waste removals.
- Estate improvements.
- Partnership initiatives.
- Successful enforcement outcomes.
- Community projects.

Think beyond compliance

The goal is not simply to remove waste. The goal is to create:

- Cleaner neighbourhoods.
- Safer communities.
- Higher resident satisfaction.
- Greater community pride.
- Better neighbourhood management.

Consumer Standards Points to Consider for Waste Crime: Neighbourhood and Community Standard

Policies and Procedures

- Do we have an up-to-date waste management policy?
- Are responsibilities clearly allocated between teams?
- Are escalation routes documented?
- Are staff trained on relevant procedures?

Assurance

- Is environmental management regularly reviewed by senior management?
- Is performance reported to Board or Executive level?
- Are lessons learned captured and shared?

Safe and Well Maintained Neighbourhoods

- Are communal areas regularly inspected?
- Is there evidence that environmental issues are addressed promptly?
- Are estates inspections recorded?
- Is action taken where standards fall below expectations?
- Are residents involved in identifying neighbourhood priorities?

Resident Satisfaction

- Are waste-related complaints monitored?
- Is resident feedback collected regarding estate cleanliness?
- Are trends analysed and acted upon?
- Can we demonstrate improvements where concerns have been raised?

Resident Communication

- Are waste responsibilities explained at tenancy sign-up?
- Are welcome packs provided?
- Is information easy to access and understand?
- Are residents informed about waste disposal arrangements, recycling requirements, bulky waste services, and reporting procedures?

Resident Engagement

- Are estate walkabouts held?
- Do we engage with tenant groups?
- Do we seek feedback from residents affected by environmental issues?
- Are residents updated on actions taken?

Fly Tipping

- Are fly tipping hotspots identified and recorded?
- Are hotspot locations monitored?
- Have preventative measure been considered?
- Are fly tips removed promptly?
- Is evidence secured before removal?
- Are incidents recorded consistently?
- Are repeat locations reviewed?

Waste Accumulations

- Are staff trained to identify waste accumulations?
- Are safeguarding concerns considered?
- Are vulnerability indicators recognised?
- What support is offered where appropriate?
- Are warning processes documented?
- Is enforcement considered where necessary?
- Are actions proportionate and recorded?

Communal Bin Stores

- Are communal facilities adequate?
- Are bin stores regularly inspected?
- Are contaminated levels monitored?
- Is signage clear and visible?
- Are overflow issues addressed quickly?
- Are facilities accessible, well lit, secure and fit for purpose?
- Are environmental improvements reviewed periodically?

Litter and Estate Cleanliness

- Are cleanliness standards defined?
- Are inspections undertaken regularly?
- Are litter hotspots identified?
- Is performance monitored?
- Have behaviour change initiatives been considered?
- Is resident education provided?
- Are community initiatives supported?

Abandoned Vehicles

- Is there a clear abandoned vehicle procedure?
- Do staff understand reporting routes?
- Are abandoned vehicle records maintained?
- Are risks assessed?
- Do we have effective relationships with the local authority and police?
- Are referral arrangements clear?

Partnership Working

- Who are our established contacts?
- Who do we need to build relationships with?
- Are joint inspections undertaken?
- Is intelligence shared appropriately?
- Are recurring issues discussed jointly?
- Are action plans developed collaboratively?

Enforcement Considerations

- Have informal interventions been recorded?
- Are warning letters used appropriately and how successful are these?
- Are opportunities for education considered?
- Are tenancy enforcement processes understood?
- Is evidence retained appropriately?
- Are decisions proportionate?
- Are outcomes monitored?

Vulnerability and Safeguarding

- Are vulnerability assessments considered during investigations?
- Are safeguarding concerns referred appropriately?
- Are support services involved where necessary?
- Is there evidence of balancing support with enforcement?

Measuring Success – Do We Monitor…

- Resident satisfaction?
- Waste related incidents?
- Repeat incidents?
- Estate cleanliness?
- Residents perceptions of safety?
- Partnership outcomes?
- Enforcement outcomes?

Continuous Improvement

- Are trends reviewed regularly?
- Are hotspot locations reviewed?
- Are residents informed of improvements?
- Are successful interventions shared internally?

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#KnowTheRiskStopTheHarm



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