CONSILIUM
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WASTE CRIME AWARENESS WEEK

05 – 11 OCTOBER 2026

REGISTERED SOCIAL LANDLORDS: CHALLENGES AND SOLUTIONS



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How significant is the impact of waste-related issues on resident satisfaction and perceptions of safety?
The impact can be significant and is often underestimated.

Residents usually judge their neighbourhood not just by the quality of their home, but by the condition of the surrounding environment. Persistent fly-tipping, overflowing bins, abandoned items and poorly maintained communal areas can create a perception that a neighbourhood is neglected or unmanaged.

There is also a clear link to the Consumer Standards. Under the Neighbourhood and Community Standard, registered providers are expected to work collaboratively to keep neighbourhoods safe and well maintained and to address issues that negatively affect communities. If communal areas repeatedly suffer from waste-related issues, this can affect residents' satisfaction with their landlord, reduce confidence in services and undermine perceptions of safety.

For many residents, visible waste problems become a daily reminder that concerns are not being addressed. This can lead to frustration, complaints and a decline in trust and confidence in the housing provider.

How can landlords effectively communicate waste responsibilities to new tenants?
The key is consistency, clarity and repetition.

Many waste-related issues arise because expectations are unclear or forgotten over time.

Good practice includes:

- Discussing waste responsibilities during sign-up appointments.
- Providing simple and accessible welcome packs.
- Including photographs of bin stores and waste facilities.
- Explaining collection arrangements.
- Clarifying what constitutes fly-tipping and abandoned waste.
- Providing information about bulky waste services.
- Following up after tenancy commencement.

The message should not simply focus on rules. It should explain why responsible waste management matters and how it benefits the wider community.
Many providers find that visual information and practical examples are more effective than lengthy written policies.

How can housing providers encourage greater ownership and pride in communal areas?

Ownership often comes from involvement.

Residents are more likely to care about an area when they feel connected to it and have had an opportunity to contribute to improvements.

Successful approaches include:

- Resident-led estate improvement projects.
- Community gardening initiatives.
- Clean-up events.
- Resident panels and neighbourhood forums.
- Local competitions and community projects.
- Involving residents in environmental improvement decisions.

Communication is equally important. If residents can see that concerns are acted upon and improvements are being made, they are often more willing to play their part in maintaining standards.

Small environmental improvements can also have a significant impact. Clean, attractive and well-maintained communal areas tend to encourage responsible behaviour and discourage misuse.

What approaches have been successful in engaging hard-to-reach residents?
There is rarely a one-size-fits-all solution.

Successful engagement often involves meeting people where they are rather than expecting them to engage through traditional channels.

Examples include:

- Estate walkabouts.
- Door-knocking campaigns.
- Community events.
- Social media engagement.
- Working with community champions.
- Using trusted local organisations.
- Visual and multilingual communications where appropriate.

Many organisations have found success by focusing on relationship-building rather than formal consultation exercises. Residents who may not attend meetings are often willing to engage during informal conversations in their communities.

It is also important to demonstrate that engagement leads to action. People are more likely to participate if they believe their views will influence decision-making.

How can landlords address situations where a small number of residents create recurring waste problems?

This is a challenge faced by many housing providers.

The first step is understanding the cause of the behaviour. The issue may arise from:

- Lack of awareness.
- Convenience.
- Lifestyle factors.
- Vulnerability.
- Deliberate non-compliance.
- Wider anti-social behaviour.

A graduated and proportionate approach is usually most effective:

Prevention and Education

- Early conversations.
- Advice and guidance.
- Clear communication.
- Resident support.

Behaviour Change

- Regular engagement.
- Problem-solving approaches.
- Support interventions where appropriate.

Enforcement

Where informal approaches fail, providers may need to consider:

- Tenancy warnings.
- Acceptable behaviour agreements.
- Environmental enforcement action.
- Community Protection Warnings and Notices where appropriate.
- Tenancy enforcement measures.

The objective should not simply be punishment but achieving sustained compliance and improved outcomes for the wider community.

What should an effective relationship between housing providers and other relevant agencies look like?

The most effective partnerships are proactive rather than reactive.

Housing providers cannot tackle waste-related issues alone and should have strong working relationships with:

- Local authority environmental enforcement teams.
- Waste collection services.
- Community safety teams.
- Anti-social behaviour practitioners.
- Police.
- Environmental health.
- Resident groups and community organisations.

An effective partnership should include:

Information Sharing

Partners should share intelligence, emerging trends and hotspot information.

Joint Problem Solving

Working together to identify underlying causes and develop coordinated interventions.

Clear Roles and Responsibilities

Everyone should understand who is responsible for what and where enforcement or support functions sit.

Regular Communication

Structured meetings, operational contacts and escalation routes help ensure issues are dealt with efficiently.

Shared Objectives

The focus should be on improving neighbourhoods, supporting residents and reducing waste-related harm.

The most successful partnerships go beyond simply responding to incidents and instead focus on prevention, early intervention and long-term community improvement.

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