# Neighbourhood management policy

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**All policies are the responsibility of the leadership team to own, deliver, disseminate, monitor and review**

**Purpose**

This policy sets out our approach to managing the external appearance of the neighbourhoods and communal areas associated with the homes that we own.

**Underpinning principles**

We must adhere to the Regulator of Social Housing Neighbourhood and Community Standard 2015 and the Tenant Involvement and Empowerment Standard 2017.

We must also comply with any statutory obligations that we have as a landowner, in particular those associated with environmental issues.

**Policy detail**

We will ensure that the areas where we own and manage homes are clean, safe and secure neighbourhoods where people want to live. We will also work in partnership with our customers and other providers and public bodies where it is effective to do so.

We will ensure that:

* communal areas are maintained to the required standard
* grounds maintenance works are carried out to the required standard
* residents are aware of their responsibilities both in relation to their property and the environment
* any issues related to services supplied to our neighbourhoods by other organisations and agencies are brought to their attention
* we consult with our customers on policies, procedures and initiatives that affect their neighbourhoods and communities
* the sustainability of our neighbourhoods is monitored through the use of appropriate indicators and, if necessary and where possible, measures are taken to improve them.

However, we will not become involved in disputes between residents which relate to parking issues, as we will expect them to take responsibility for resolving such matters themselves. We will also not consider possible solutions to parking issues such as increasing the provision of allocated car parking or parking permit schemes, as we do not have the resources to police such arrangements.

**Regular neighbourhood inspections**

All of our neighbourhoods will be inspected every 6 months by a neighbourhood manager or neighbourhood assistant, and other interested parties and residents will be invited to attend. Action will be taken in relation to any issues requiring attention in accordance with the neighbourhood management procedure.

**Contracted works**

Where we own a significant number of properties in a neighbourhood, estate or road, we will award contracts for works to include the maintenance of unadopted off street parking facilities, footpaths, roads and street lighting where this is our responsibility.

**Neighbourhood improvements**

Each neighbourhood manager has a small budget for their patch which is set annually. The decision on expenditure on small projects and improvements is taken by the neighbourhood manager after consulting with all affected customers, leaseholders and private residents. Any expenditure should benefit more than one customer. However, whilst we appreciate that in many areas parking is at a premium, due to limited resources we are unable to consider increasing parking provision such as constructing parking bays on amenity areas or grass verges.

For our sheltered housing schemes, there is a separate budget for improvements which is managed by the supported housing manager. Customers living in these schemes will normally be consulted on any proposed works.

**Grounds maintenance**

Grounds maintenance work includes grass cutting, maintaining shrub beds, hedges, trees, litter collection and treating paths and hard landscaped surfaces. There is also a tree inspection programme. An agreed performance specification defines the standard to be achieved rather than the method by which the contractor is required to perform the service.

The standard will be dependent upon the location and the activities that make up the site, e.g. grass, shrub beds, etc, and whether it is a sheltered housing or general needs housing. The contract manager will agree with the contractors any work required above the frequency levels set out in the contract document, and they are responsible for monitoring the standard of work carried out which should be in accordance with good horticultural practice and health and safety legislation.

**Gardening club**

To improve the look of our neighbourhoods, estates and roads we operate a gardening club. Customers who qualify can have their gardens maintained for a small charge, and this work includes grass cutting and hedge trimming.

**Neighbourhood caretaking service**

The neighbourhood caretaking team is responsible for providing a flexible, responsive service to customers, contributing towards the effective management of our neighbourhoods. They are responsible for cleaning and refuse management of the communal areas of our blocks of flats and surrounding areas. By dealing with any environmental issues, they assist in maintaining the appearance of our neighbourhoods, estates and roads.

**Fire safety**

Our clear corridors guidance applies to the shared areas attached to our general needs accommodation. This is to ensure that shared areas are free of items that could either become a source of fuel for a fire or a trip hazard during evacuation. Our staff will endeavour to contact customers in advance of items being removed, but this will not prevent items being removed without notice.

In our sheltered housing schemes, our managed corridor policy ensures that communal areas are safe and comply with the relevant legislation for fire and health and safety.

**Signpost**

* Clean Neighbourhoods and Environment Act 2005
* Defective Premises Act 1972
* Environmental Protection Act 1990
* Forestry Act 1967
* Health and Safety at Work etc. Act 1974
* Housing Act 2004
* Occupiers Liability Act 1984
* Planning and Compensation Act 1991
* Refuse Disposal (Amenity) Act 1978
* The Regulatory Reform (Fire Safety) Fire 2005
* The Town and Country Planning (Trees) Regulations 1999
* Torts (Interference with Goods) Act 1977
* Town and Country Planning Act 1990
* Wildlife and Countryside Act 1981
* Anti-social behaviour policy
* Asset management policy
* Clear corridors guidance
* Empty homes policy
* Gardening club procedure
* Group health and safety policy
* Lettings policy
* Managed corridor policy
* Neighbourhood improvements guidance
* Neighbourhood management policy
* Neighbourhood management procedure
* Neighbourhood planning strategy

* Pets and animals policy
* Unauthorised parking procedure

**Policy Review Date** – 24 September 2022

**Decision-making Record**

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| --- | --- | --- |
| **Date** | **Meeting / Minute Reference** | **Version / Amendment** |
| July 2009 | Executive team approval | 1 |
| 27 April 2011 | Updated with parking addition | 2 |
| 18 June 2014 | Review. Adrian Walshe | 3 |
| 7 October 2015 | Verena Buchanan | 4 |
| 6 October 2016 | Verena Buchanan | 5 |
| 31 May 2017 | Executive | 6 |
| 19 September 2018 | Verena Buchanan | 7 |
| 24 September 2019 | Executive | 8 |
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