



# Neighbourhood management policy

## 1. Purpose and scope

This policy sets out our approach to managing the external areas of the neighbourhoods in which we own or manage homes.

## 2. Underpinning principles

We must adhere to the Regulator of Social Housing Neighbourhood and Community Standard 2024 and the Safety and Quality Standard 2024. We must also comply with any statutory obligations that we have as a landowner, in particular those associated with environmental issues.

The core principles from the Priority neighbourhood management strategy underpin our approach to neighbourhood management and focus on what is important to customers. These are:

- managing antisocial behaviour
- supporting tenancies
- letting homes
- looking after communal spaces
- developing local partnerships
- embracing the Neighbourhood and Community Standard 2024.

## 3. Policy details

### General principles

We will ensure that the neighbourhoods in which we own or manage homes are clean, safe and secure areas where people want to live. We will also work in partnership with our customers, other providers such as management companies on mixed tenure estates and public bodies where it is effective to do so.

We will ensure that:

- communal areas are well maintained



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- grounds maintenance work is 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 provided by other organisations and agencies are reported to them
- we will consult with customers on initiatives that affect their neighbourhoods
- the sustainability of our neighbourhoods is monitored and action taken to improve them where possible
- the services we provide in managing our communal areas are value for money.

## Parking

Where there are disputes between residents over parking we will expect them to resolve such matters themselves.

We will only rarely consider increasing the provision of allocated car parking due to limited resources.

We will not introduce car parking permit schemes to try and resolve parking problems as we do not have the resources to police such arrangements.

## Regular neighbourhood inspections

All of our neighbourhoods and sheltered schemes are be inspected every 6 months by either a neighbourhood manager, a neighbourhood assistant or a sheltered housing coordinator, and other interested parties and residents may be invited to attend. Some inspections may be carried out more frequently if required.

Any defects are recorded and reported to customer support, although hazards will be reported immediately as requiring urgent attention. Any remedial action will be taken in accordance with our neighbourhood management procedure.



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## Contracted works

We will award works contracts for the maintenance of any unadopted off street parking, footpaths, roads and street lighting where these are in our ownership.

## Neighbourhood improvements

Each neighbourhood manager has a small annual budget to spend on improvements to their neighbourhoods, and a similar budget for sheltered schemes is managed by the Supported housing manager. Nearby residents will normally be consulted on any proposals.

Whilst in many neighbourhoods parking is at a premium, we are rarely able to consider increasing parking provision due to limited resources.

## Grounds maintenance

Grounds maintenance work includes grass cutting, maintaining shrub beds, cutting hedges, maintaining trees, picking up litter and weed treating paths and hard landscaped surfaces. There is a contracted specification agreed with our contractor for this work. There is also a tree survey programme to ensure that our tree stock is safe and healthy and that risks are reasonably controlled.

There is a frequency for the work we expect to be delivered subject to reasonable variations as and when necessary. The contract manager is responsible for monitoring the standard of work in line with our specification, which must comply with good horticultural practice and health and safety legislation.

## Gardening club

We operate a gardening club which is partly funded by us for customers who are physically unable to maintain their gardens, and those who qualify can have their grass cut and hedges trimmed for a small weekly charge. The service is very popular and has limited spaces so we keep a waiting list for those wanting to join.

## Neighbourhood caretaking service

The neighbourhood caretakers are responsible for cleaning the communal



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areas of our general needs blocks of flats and sheltered schemes, as well as assisting in the disposal of refuse, and this contributes to the effective management and appearance of our neighbourhoods.

## Fire safety

Our clear communal areas procedure ensures that the communal areas of our general needs blocks of flats and sheltered schemes allow easy access for residents, visitors and the emergency services. It also ensures that we comply with all the relevant legislative and regulatory requirements applicable to such areas.

## Priority neighbourhood management strategy

The Priority neighbourhood management strategy provides the framework through which we will target and deliver specific activity to key locations which may need more focus than others. We identified three central pillars which will support our strategic oversight, customer service and operational delivery, and these are the:

- Customer Conversation
- Priority Neighbourhoods rolling five-year programme
- Tenant Satisfaction Measures (TSM) – ‘Responsible Neighbourhood Management’

## Priority neighbourhoods approach

The Priority neighbourhoods projects are part of the Priority neighbourhood management strategy that aims to work with communities through a number of initiatives in order to help improve their neighbourhoods. These will be delivered across the majority of our neighbourhoods as part of a 5-year programme.

The PRIDE acronym helps to set out the operational focus for the priority neighbourhoods projects.

- P - Partnership
- R - Responsibility
- I - Investment
- D - Delivery
- E - Engagement



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Priority neighbourhood areas are chosen based on a number of factors including higher reports of antisocial behaviour and fly-tipping. The Priority neighbourhood projects are tailored to locality issues but include the delivery cornerstones which are set out in the Neighbourhood management procedure.

The priority neighbourhoods project teams incorporate colleagues from neighbourhoods, involvement and communities, caretaking and supported housing.

## 4. Signposting

- 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
- Refuse Disposal (Amenity) Act 1978
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- The Regulatory Reform (Fire Safety) Order 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
- Antisocial behaviour CCTV policy
- Antisocial behaviour CCTV procedure
- Antisocial behaviour policy
- Antisocial behaviour procedure
- Asset management strategy
- Clear communal areas policy
- Clear communal areas procedure
- Disposal of goods procedure
- Disrepair policy
- Fire management policy
- Health and safety policy
- Hoarding policy
- Hoarding procedure
- Lettings policy



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- Neighbourhood improvements guidance
- Neighbourhood management procedure
- Pets and animals guidance
- Pets and animals policy
- Tree policy
- Unauthorised parking procedure

**Policy Review Date** – 8 July 2028



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## Decision-making record

Date	Meeting/Minute Reference	Version /Amendment
July 2009	Executive team	1
27 April 2011	Updated with parking addition	2
18 June 2014	Adrian Walshe	3
7 October 2015	Verena Buchanan	4
6 October 2016	Verena Buchanan	5
31 May 2017	Executive team	6
19 September 2018	Verena Buchanan	7
24 September 2019	Executive team	8
12 July 2022	Executive team The policy has been updated, a number of changes have been made to the wording, in particular to give greater clarity on some of the issues, and specific references to sheltered housing have been included.	9
8 July 2025	Executive team The policy has been updated, a couple of recommendations from the Neighbourhood management strategy focus group have been incorporated, the core principles from the Neighbourhood management strategy have been added, a new section on the Neighbourhood management strategy has been added, the Priority neighbourhoods approach has been amended to reflect elements of the Neighbourhood management strategy, and some changes have been made to the wording.	10
18 August 2025	Darren Bird The Neighbourhood management strategy was renamed the Priority neighbourhood	11



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	management strategy following a decision by the Board/Executive team.	
18 November 2025	Darren Bird Updated with references to Awaab's Law.	12