



Havebury Housing Partnership

Neighbourhood Management Policy

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Author	Assistant Director of Customer Services
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Status	FINAL
Accountable Director	Director of Operations
Tenant Consultation	STAR feedback during 2022/23; Estate inspections 2022-23; complaints lessons learnt
Equality & Diversity Impact Assessment	Completed January 2023
Legal advice	Not required

1. Introduction

- 1.1 The Neighbourhood and Community Standard states that “*registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes.*”. In addition, Tenant Satisfaction Measures TP10-12 all relate to “responsible neighbourhood management”.
- 1.2 To improve and maintain high standards in the areas we operate, we consider neighbourhood management as a partnership between us, our residents and other partners working or operating in our neighbourhoods.
- 1.3 In line with our strategic objective of *Investing in our existing homes and communities*, we are committed to ensuring our homes and the neighbourhoods that surround them are safe and well maintained. We are also committed to managing communal areas and estates within our Asset Strategy 2022-27 and our Community Investment Strategy 2022-24.
- 1.4 Neighbourhood management is a vital part in our role as a housing provider and a key service for our tenants and residents, enabling them to enjoy clean and safe neighbourhoods
- 1.5 Working in partnership with residents to maintain and improve the communal areas associated with their homes, we will also work with partners to help promote social, environmental and economic wellbeing in our communities
- 1.6 This policy relates to all of our neighbourhoods, estates and communal areas that we own or manage. Where we have homes in areas we are not responsible for, we will work with managing agents or other agencies to ensure this is to a good standard.

2. Responsibility

- 2.1 The Tenant Experience Committee is primarily responsible for approval and oversight of this policy, but there will be some overlap with Homes and Investment Committee. The Tenancy & Estates Services Manager and delegated staff are responsible for delivery.

3. Definitions

Neighbourhoods - relate to defined estates, groups of homes with shared external or internal areas, or ad hoc pockets of land that we own.

Schemes - relates to any Older Peoples Services accommodation, Retirement Living Scheme, Supported accommodation and Tayfen house

Estate - the land and buildings surrounding our properties, including internal and/or external communal areas.

Tenancy management - encouraging and supporting a tenant to keep to the terms of their tenancy agreement. Where appropriate and necessary it will involve taking action to enforce compliance with the terms of the tenancy agreement.

Environmental management - creating a well maintained and secure environment in which tenants feel safe and which will attract others to live in the area.

TORT notice - a legal document that imposes an obligation on a tenant to collect the goods within a timescale prescribed, and allows the landlord to sell the goods, if the tenant fails to do so.

4. Aims and Objectives

4.1 To ensure that:

- We manage and maintain our neighbourhoods in accordance with residents requirements and needs.
- We will use data and insight, along with feedback, to form our responses to neighbourhood improvements and enhancements.
- Develop a pro-active approach to the management of our neighbourhoods
- Manage the environment with partner agencies and residents to create sustainable neighbourhoods
- Ensure that all residents are aware of their respective responsibilities.

5. Policy Statement

5.1 This policy is split into three key strands:

1. Making tenants aware of their responsibilities

- Sign ups
- Settling in visits
- Anti Social Behaviour case management

2. Communal areas and spaces

- Estate inspections
- Area monitoring
- Environmental improvements
- Fly tipping

3. Contract management

- Grounds maintenance
- Cleansing
- Tree works

5.2 We will use the outcomes of recorded estate inspections, along with other data (as below), to identify priorities for environmental improvements.

5.2 We will manage our contracts effectively, in line with contract specifications and service level agreements.

5.3 We will remove any graffiti of a racial or offensive nature within 24 hours; otherwise it will be removed within 5 days

5.4 We will have a zero tolerance to items stored or disposed of in stairs or other communal areas. We will advise tenants to remove (TORT notice / luggage tag affixed) and arrange for removal and recharge the costs of removing these, if they remain. We will adopt a culture of 'explain and understand' when serving these notices.

5.5 We will monitor the cleaning of common stairwells and parts as part of periodic checks to the site (Monthly and the 12 week health and safety inspections within the health and safety risk assessments contain this information to ensure standards of cleaning are being met).

5.6 Work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where we own homes.

- 5.7 Maintaining high standards within our communities is a priority for us. To ensure residents live in well maintained neighbourhoods where they feel safe, we will engage in a range of actions to enforce tenancy conditions on estate management and neighbour nuisance. These actions will include assisting with resolving neighbour disputes and arranging or providing tenancy support where needed.
- 5.8 We will identify early signs of vulnerability through risk assessment & verification form, referrals required and actively participate in the identification and delivery of multi-agency support with both internal and external partnerships to aid in tenancy sustainment.
- 5.9 We will visit all new tenants within six weeks of their tenancy starting to check in with them and provide advice & offer support where required.
- 5.10 We will conduct thorough and in-depth investigations into tenancy breaches and liaise with the police safer neighbourhood team or other partner agencies where required.
- 5.11 We will co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where we own properties
- 5.12 We will use a variety of methods (including telephone, email, in person and appropriate translation services) to communicate with residents to publicise services and consult, inform and communicate in respect of all types of neighbourhood management.
- 5.13 Our teams will be trained in all elements of neighbourhood management including health and safety, contract management, neighbourhood & tenancy enforcement.
- 5.14 We will work with our internal teams to ensure our service is joined up and delivered consistently, in line with our customer service standards.
- 5.15 We will ensure that playgrounds are managed and maintained as safe places for customers within our neighbourhoods and for the benefit of all users as part of our grounds maintenance contract. We will ensure they are inspected as per recommended guidance legislation.
- 5.16 We will manage trees on our communal areas, in line with our tree management plan.

6. Legislation and Regulation

Landlord and Tenant Act 1985 and 1987	The Occupiers Liability Acts 1957 and 1984
Housing Act 1985, 1988, 1996, 1998 and 2004	The Countryside and Rights of Way Act 2000 (CRoW)
Equality Act 2010	The Wildlife and Countryside Act 1981
Data Protection Act 2018 and subsequent Regulations	Town and Country Planning Act 1990
Health & Safety at Work Act 1974	The Environment Protection Act 1990
Management of Health & Safety at Work Regulations 1999	Local Government (Miscellaneous provisions Act) 1976
Leasehold Reform, Housing and Urban Development Act 1993, (section 121)	Forestry Act 2014
Housing and Regeneration Act 2008	Highways Act 1980
	Neighbourhood & Community Standard

7. List of related internal documents (including procedures relating to the Policy)

Anti-Social Behaviour policy	Fire safety policy
Neighbourhood management plan	Tenant Engagement Strategy
Safeguarding policy and procedure	Service charge setting policy
Shared Ownership and Leasehold Management Policy	