



Neighbourhood management policy

1. Purpose and scope

This policy sets out our approach to managing the external appearance 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 2012. We must also comply with any statutory obligations that we have as a landowner, in particular those associated with environmental issues.

3. Policy details

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 and other providers and public bodies where it is effective to do so.

We will ensure that:

- communal areas are well maintained
- 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.

We will not become involved in disputes between residents over parking as we will expect them to resolve such matters themselves. We will also not consider increasing the provision of allocated car parking or



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introducing 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 will 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. Any remedial action will be taken in accordance with our neighbourhood management procedure.

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, with a similar budget being available for sheltered schemes, and nearby residents will be consulted on any proposals.

Whilst in many neighbourhoods parking is at a premium, we are unable 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 performance specification agreed with our contractor for this work. There is also a tree inspection programme to ensure that our tree stock is safe and healthy and that risks are reasonably controlled.

The standard and frequency required for any work will depend on the location, and whether it is general needs or sheltered housing. The contract manager is responsible for monitoring the standard of work, which must comply with good horticultural practice and health and safety legislation.



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Gardening club

To help improve the look of our neighbourhoods we operate a gardening club, where customers who qualify can have their grass cut and hedges trimmed for a small charge.

Neighbourhood caretaking service

The neighbourhood caretakers are responsible for cleaning the communal 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.

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 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 CCTV policy
- Anti-social behaviour CCTV procedure
- Anti-social behaviour policy
- Anti-social behaviour procedure
- Asset management policy



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- Clear communal areas policy
- Clear communal areas procedure
- Disposal of goods procedure
- Empty homes policy
- Gardening club process
- Health and safety policy
- Hoarding policy
- Hoarding procedure
- Lettings policy
- Neighbourhood improvements guidance
- Neighbourhood management procedure
- Neighbourhood planning strategy
- Pets and animals guidance
- Pets and animals policy
- Tree policy
- Unauthorised parking procedure

Policy Review Date – 12 July 2025



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Decision-making record

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
12 July 2022	Executive 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