Neighbourhood Management Policy

Version Number	4.2
Date Applies From	29/02/2024
Policy Owner	Executive Director of Customer
Next Review Date	29/02/2027
Strategy Link	Customer Focused and Equitable Services

Key connected legislation/regulation:

- Building Safety Act 2023
- Environmental Protection Act 1990

Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

If you need this information in an alternative language please call

0161 605 7260

For other formats please call

0300 123 5522

Introduction

This policy sets out the aims and principles through which ForHousing manages the neighbourhoods in which we own homes.

The overarching aim of this policy it to ensure that ForHousing neighbourhoods are clean, safe, attractive, and well managed.

We strive to create vibrant communities through providing excellent services to ensure that ForHousing neighbourhoods are places where current and future tenants want to live.

Scope of Policy

ForHousing is passionate about ensuring that the neighbourhoods we manage are places where people feel safe, choose to live and want to visit. We believe that everyone should be able to live in a well maintained, safe and clean environment which they can be proud of. The way in which we manage neighbourhoods directly affects the quality of life and environment enjoyed by tenants.

ForHousing recognises that a fundamental element to the successful management of neighbourhoods is the compliance against statutory and regulatory standards. Whilst not specifically referenced within this policy, the requirements of the organisation to meet these standards are contained within the respective policies.

We will work with all relevant partners, stakeholders, and organisations to ensure that the homes we own and the neighbourhoods in which we work, are managed and maintained to the highest standard.

We will have clear procedures which set out how we will manage the neighbourhoods in which we work and the standard to which these will be maintained. These will be developed and regularly reviewed with tenants.

Our approach to Neighbourhood Management includes but is not limited to.

Grounds Maintenance

Our Grounds Maintenance service ensures that borders and shrub areas are looked after according to the plant species and grassed areas are cut as appropriate during the different seasons.

Where we identify that a tree is dead, diseased, dying, or dangerous, we will carry out work to ensure that it poses no risk to the public or property. We aim to maintain a healthy tree population so we will not carry out work for aesthetic or light restriction reasons only. On occasions we may have to remove an established tree, but we will not do this unnecessarily. Where possible we will replace any trees that have been removed at an appropriate time of the year with a species suited to the local environment.

We may inspect and undertake works to trees in tenant's gardens where they pose a possible health and safety risk or are damaging the property. Generally, the maintenance of trees in

tenants' gardens is the responsibility of the tenant and this is usually specified in the tenancy agreement.

Cleaning

We will ensure the communal areas of blocks are clean and safe. We also expect tenants, leaseholders, and other customers to play their part in keeping their neighbourhoods clean by disposing of unwanted items responsibly. Cleaning can be described as keeping internal and external communal areas swept, mopped and free from litter and graffiti. Where blocks and schemes have communal facilities such as kitchen, laundry rooms and lounges we will ensure that they are well maintained.

Play Areas

Where play areas are under our ownership, we will ensure that they are safe to use, properly inspected and fit for purpose. We will carry out regular inspections and risk-assess play areas and equipment that we own according to the relevant legislation. We will ensure that all play area equipment is maintained in the appropriate condition using a combination of planned preventive maintenance and responsive repairs. All play areas and equipment are subject to an independent annual audit by a RoSPA accredited inspector.

Environmental Crime including Fly Tipping

We take a robust approach to environmental crime, and we will work in partnership with local authority enforcement agencies, which could include legal action against those committing such crimes on land owned by ForHousing, for example fly tipping. We take such issues seriously and will ensure that these are dealt with quickly.

We will investigate all instances of fly tipping, and if we establish the identity of tenant or person responsible, a request to remove the items within a reasonable timescale will be given. If the request is not adhered to, we will arrange for the removal of the items and will recharge those concerned for the whole cost of this service.

Neighbourhood Inspections

All ForHousing employees have a duty in the course of their day-to-day work to note any repairs or maintenance requirements identified both within a communal area or a neighbourhood, particularly those which pose a threat to health and safety and report these promptly.

A program of robust neighbourhood inspections will be undertaken to ensure that they are safe, clean, and well maintained.

Community Voice

Community Voice, a group of tenants who work with us on a regular basis, grant these funding applications to make sure we're always positively contributing to your neighbourhoods. They also highlight key things going on in your areas, so that we can work with partners on things we know matter to you, such as fly tipping and waste management as we know it's important to you that you live in a clean and tidy neighbourhood.

Abandoned Vehicles

All vehicles on communal or other land owned by ForHousing, aside from individual tenancies must be taxed and, in a road, worthy condition or registered with the DVLA as off road through the Statutory Off-Road Notice (SORN). ForHousing consider any vehicle which does not meet these requirements to be causing a nuisance, and as such action will be taken to remove in accordance with ForHousing procedures.

Graffiti Removal

Graffiti impacts negatively on the aesthetic appeal and appearance of a neighbourhood. Graffiti reported or identified will removed in line with our Service Standards, along with the reporting of criminal damage to the police where applicable.

Garden Condition

Untidy and overgrown gardens can negatively impact upon the kerbside appeal of neighbourhoods and can often be an indicator to poor property condition. Following identification of this Breach of Tenancy, should the tenant fail to rectify the issue and the appropriate support has been offered, Breach of Tenancy procedure will be followed.

Anti-Social Behaviour

Anti-Social Behaviour (ASB) can have a significant impact in our neighbourhoods ForHousing is committed to delivering services through a non-judgemental, balanced approach. All cases of ASB will be treated fairly, considering the needs of all individuals involved, including complainants, witnesses, and alleged perpetrators.

ForHousing will work with partner agencies such as the Police, Council, and other providers as well as support services, for example Social Services, Education, Health, Youth and Fire Services to investigate, manage and resolve cases within neighbourhoods.

Asset Management

We aim to create vibrant communities through planned development and investment programs and services. We will ensure homes remain fit for purpose, and are legislatively and regulatory compliant, thereby ensuring that neighbourhoods remain safe, well maintained, and attractive places to live.

Local Improvements

Through funding managed by Community Voice panels, we support communities to deliver small scale projects that they feel will make a lasting and noticeable improvement to their neighbourhood and will enhance quality of life for the whole community.

Partnerships

We are aware that we own homes in neighbourhoods where there is a mix of social housing and private owners. We will work closely with Local Authorities and other landowners to ensure that identified issues are addressed quickly and appropriately. This includes, but is not limited to:

• The maintenance and improvement of footpaths and roads.
• The maintenance of lighting.
• The maintenance of culverts.

In addition to the work we undertake, we will also work collaboratively with other organisations, agencies, and stakeholders, to ensure that services delivered outside of For Housing's remit positively contribute to maintaining neighbourhoods that are clean, safe and attractive.

Equity, Diversity, and Inclusion

We value diversity and work to create an inclusive environment for our customers and colleagues, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion and aim to do more. Through our activities we aim to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment, and victimisation within our organisation.

We are committed to providing excellent customer services, which are fair, equitable and inclusive. As such, we will endeavour to understand and make any reasonable adjustments required for customers in line with ForHousing's Reasonable Adjustment Statement and the Equality Act 2010. Any reasonable adjustment provided will be recorded and kept under active review.

Implementation and Communication

This Policy sets out the ForHousing overall approach to neighbourhood management.

This Policy will, on approval, be communicated to employees via the intranet. It will be published on the internet site for tenants and stakeholders and news stories will draw attention to its publication.

If employees become aware that there are problems with effective operation of the policy or the associated procedures, they should report this to the responsible officer for the Policy. This feedback will be incorporated into the policy / procedural review process.

Monitoring, Recording, Reporting

Delivery of the Neighbourhood Management services will be measured using existing methods including continued monitoring of:

- Satisfaction with services
- Redress levels and satisfaction with resolution
- Performance and Service Standard levels
- Compliance with the Neighbourhood and Community Standard

Monitoring of the Neighbourhood Management Policy will be done in collaboration with tenants via the respective areas Community Voice panel, ensuring that there is strong commitment to tenant-led scrutiny to influence and drive performance and change. This will support coregulation and reflect what tenants feel is success.

If staff become aware that there are problems with effective operation of the Policy or the associated procedures, they should report this to the Policy Owner.

This feedback will be incorporated into the policy / procedural review process.

Related Documents

- Asbestos Policy
- Electrical Safety Policy
- Fire Safety Policy
- Gas Safety Policy
- Legionella Control and Water Hygiene Policy
- Repairs and Maintenance Policy
- ASB Policy
- Asset Management Policy
- Abandoned and untaxed vehicle procedure
- Neighbourhood Management procedure

Co-production

The Policy was reviewed in consultation with colleagues and tenants of ForHousing.

Approval & Review History

With effect from 23/10/2024 the approval route for the Neighbourhood Management Policy is:

SLT – EMT

Date	Version	Approved by	Detail
21/10/2019	V1		New Policy
02/02/2022	V2		New addition regarding ASB
19/04/2022	V3		Additions relating to neighbourhood design and investment
29/02/2024	V4	Executive Management Team representative(s)	Minor word and changes to grammar. DPIA approved
17/07/2024	V4.1		Addition of Equity & Reasonable Adjustment Statement
02/06/2025	4.2	Director of Neighbourhoods	Copied text from old template to new template