

# Neighbourhood Management Policy

**Policy reference number:** NM1-POL-FH

**Version number:** 3

**Date applies from:** 19.04.2022

UNCONTROLLED IF PRINTED

## Aim of policy

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 is 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.

## 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 general 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 in the event that we establish the identity of tenant or person responsible, a request to remove the items within a reasonable timescale will be given. In the event that 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 and Block 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 programme of robust neighbourhood and block inspections will be undertaken to ensure that they are safe, clean and well maintained.

### **Local Offer**

We will develop and deliver locally tailored standards of service known as "Local Offers", which are designed to help improve the services for tenants who live within ForHousing neighbourhoods. The Local Offers will be reviewed with tenants every year to ensure that they are always relevant to the needs of tenants and support our existing service standards and performance targets.

### **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 be 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 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, taking into account 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 programmes 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 land owners 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 ForHousing's remit positively contribute to maintaining neighbourhoods that are clean, safe and attractive.

## How the policy will be delivered

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.

## Related documents

- Tenant Voice Strategy
- 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 and Block procedure
- Local Improvements Process

## Equality analysis

Date of approved equality analysis	14/10/19
Actions taken forward to mitigate any potential negative impact	•

## Consultation and business intelligence

The policy was developed in consultation with colleagues of ForHousing and Community Voice was consulted and approved the policy.

## Monitoring arrangements

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 in order to influence and drive performance and change. This will support co-regulation 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.

## Policy summary for the intranet

This policy is to provide guidance to staff and tenants about how ForHousing manages the neighbourhoods in which we own homes.

ForHousing is committed to 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.

## Words linked to this policy for intranet searches

Neighbourhood management

## Where this policy should be accessible

ForHousing owned

## Control data and approval history

<b>Policy owner:</b>	Neighbourhood Strategic Lead
<b>Next review date:</b>	February 2024

Action	Approved by	Date
--------	-------------	------

Approval	Relevant lead or director	19.04.2022
Approval	Group Executive Leadership Team representative(s)	19.04.2022
Approval	Relevant board	NA
Equality Analysis review and advise	Business Excellence	14.10.19
Health and safety review and advise	Health and Safety	NA
Legal review and advise	Legal Services Executive	13.10.2019
Human Resources review and advise	Human Resources (Trade Union and staff consulted when required)	NA

## Document revision history

Date approved	Version number	Version history
21.10.2019	V1	New Policy Implemented
Date amended	Version number	Key changes
2.2.2022	V2	New addition in regard to ASB
19.04.2022	V3	Additions relating to neighbourhood design and investment