

Neighbourhood Management Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-010
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Contents

1.0	Introduction	1
2.0	Policy objectives, key performance indicators (KPI) and reporting.....	1
3.0	Definitions.....	2
4.0	Legislative, regulatory and strategic alignment	3
5.0	Responsibilities.....	3
6.0	Policy delivery	5
7.0	Consultation	8
8.0	Approval.....	8

1.0 Introduction

- 1.1 Beyond Housing's mission is to provide services which our customers value, homes they want and places they are proud to live in. All delivered by people who care.
- 1.2 We believe that everyone should be able to enjoy living in a well-maintained, safe, and clean environment. Therefore, effective neighbourhood management is essential and central to our purpose to help our customers and communities succeed and thrive.
- 1.3 Well managed neighbourhoods provide a better quality of life for customers and so we work to provide high quality services in our neighbourhoods.
- 1.4 We will work to ensure our neighbourhoods are safe, well maintained, creating great places where customers are proud to live.
- 1.5 As our neighbourhoods are diverse, the approach to neighbourhood management reflects the individual requirements of our homes, communal areas, and neighbourhoods.
- 1.6 We encourage customer involvement and consultation and will work in partnership with customers, partners, and local agencies as part of our commitment to provide a service that will help create sustainable communities and improved neighbourhoods.

2.0 Policy objectives, key performance indicators (KPI) and reporting

- 2.1 The objectives of the neighbourhood management policy are:
 - 2.1.1 Define the approach to the delivery and management of Beyond Housing estates and how we work to help build thriving communities.
 - 2.1.2 Outline what customers can expect from us, and help create neighbourhoods that communities are proud of.

Neighbourhood Management Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-010
Date Approved: June 2023	Review Date: June 2024

- 2.1.3 Ensure that customers are aware of their responsibilities in respect of their estate and environment.
 - 2.1.4 Outline our approach to encouraging active customer consultation and involvement.
 - 2.1.5 Recognise that great places can only be achieved if organisations work together and outline our commitment to working with partner agencies.
- 2.2 The following key performance indicators are monitored to ensure we deliver against the policy objectives:

Key Performance Indicator	Owner (job role)	Policy objective alignment
Satisfaction that the landlord makes a positive contribution to neighbourhood.	Director of Customer Service	2.1.1, 2.1.2 & 2.1.5
Satisfaction that the landlord keeps the communal areas clean and well maintained	Director of Property and Commercial Operations	2.1.1
Agreement that the landlord treats tenants fairly and with respect	Director of Customer Service	2.1.3
Satisfaction with the landlord's approach to handling anti-social behaviour	Director of Customer Service	2.1.1 & 2.1.2
Satisfaction that the landlord listens to customer views and acts upon them	Director of Customer Service	2.1.4

3.0 Definitions

- 3.1 Neighbourhood - An area within physical boundaries where residents live and connect with each other as part of a wider community.
- 3.2 Neighbourhood management - Registered providers should keep the neighbourhood and communal areas associated with the homes clean and safe. They should work in partnerships with their tenants and other providers and public bodies, where is appropriate to do so.
- 3.3 Grounds maintenance - grass cutting, pruning, shrub bed maintenance and rubbish removal to improve the appearance of neighbourhoods.
- 3.4 Sustainable community - A sustainable community is where residents want to live and work, now and in the future. The community meets the diverse needs of existing and future residents and helps contribute to a high quality of life where residents feel safe, healthy, and happy, and has a good economy and job opportunities for residents.

Neighbourhood Management Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-010
Date Approved: June 2023	Review Date: June 2024

3.5 Communal areas - Spaces shared by more than one home such as hallways, landings, and gardens.

3.6 Resident - This refers to tenants, customers, leaseholders, and owner-occupiers.

4.0 Legislative, regulatory and strategic alignment

4.1 The Policy will be implemented with reference to the following regulation:

Regulator of Social Housing - Neighbourhood and Community Standard

4.2 The Policy will be implemented with reference to the following legislation:

Housing Act 1996

Anti-Social Behaviour Act 2002

Crime and Disorder Act 1998

Health & Safety at Work Act 1974

Management of Health and Safety at Work Regulations 1999

Regulatory Reform Fire Safety Order 2005

Fire Safety (England) Regulations 2022

Fire Safety Act 2021

Building Safety Act 2022

4.3 The policy will be implemented alongside the following documents: -

Tenancy Management Policy

Anti-Social Behaviour Policy

Complaints Policy

Repairs Policy

Regeneration Strategic Plan

Engagement Policy

5.0 Responsibilities

5.1 The Director of Customer Service has overall responsibility for the effective implementation of this policy and is responsible for ensuring that employees involved in its application fully understand their roles and responsibilities.

5.2 The Housing Operations Manager will be responsible for adequate resourcing, implementation, embedding, and delivery of tenancy neighbourhood management including managing the impact of anti-social behaviour.

Neighbourhood Management Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-010
Date Approved: June 2023	Review Date: June 2024

- 5.3 The Director of Property is responsible for the adequate resourcing, delivery, and management of maintenance of open spaces.
- 5.4 The Director of Asset Management is responsible for the adequate resourcing, delivery, and management of garage sites and communal cleaning.
- 5.5 The Regeneration Manager is responsible for supporting teams and leading the improvement of estates through regeneration.
- 5.6 Housing managers and housing officers will be responsible for having an awareness of this policy and act accordingly and for the co-operation with relevant partners.
- 5.7 Housing managers and housing officers will be responsible for helping to resolve complaints and anti-social behaviour within neighbourhoods.

6.0 Policy delivery

- 6.1 The areas covered within the policy provide an overview of the services offered by Beyond Housing to help ensure neighbourhoods are well kept and safe.
- 6.2 As outlined in all tenancy agreements, customers have a role to play in maintaining properties and neighbourhoods.
- 6.3 Where factors including the need for regeneration, complaints and anti-social behaviour impacts on neighbourhoods this will be managed in accordance with the relevant policy.
- 6.4 Maintaining neighbourhoods - To ensure visibility and high standards in our neighbourhoods the housing management team will be proactive in carrying out regular estate visits in all areas to:
- Inspect the condition of our neighbourhoods.
 - Monitor the appearance and upkeep of our estates and identify and act on any issues in a timely manner.
 - Identify where standards can be improved.
 - Identify any environmental crime which includes, fly-tipping, graffiti, and abandoned vehicles.
 - To engage with customers and gain feedback on improvement opportunities.
- 6.5 We will tailor the frequency of inspections depending on the neighbourhood. Where issues are identified this will be managed in line with the relevant policy and procedure.
- 6.6 To keep neighbourhoods well maintained Beyond Housing is responsible for completing work within external common areas and open spaces. Services include:

Neighbourhood Management Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-010
Date Approved: June 2023	Review Date: June 2024

- Open spaces of grass are regularly cut throughout the growing season
 - Hard standing areas are maintained
 - Grass edging throughout the growing season
 - Garage sites and parking areas will be maintained
 - Trees and shrubs in open spaces are maintained
- 6.7 Regular checks of work are undertaken to ensure services are of the required standard. Some of the costs of undertaking this work may be included as a service charge for customers.
- 6.8 To help encourage local co-operation we work closely with partners to tailor our approach in certain areas with joint ventures e.g., community clean up days, or the provision of skips, for example.
- 6.9 To ensure the cleanliness of communal areas a regular programme of cleaning will be completed within individual blocks, including any extra care schemes. The frequency and level of cleaning will vary and depend on the requirement of the property. Where required these services may carry a service charge.
- 6.10 All garage sites and parking areas will be maintained on a regular basis by Beyond Housing.
- 6.11 All customers have a shared responsibility for the upkeep of neighbourhoods. We recognise the positive impact a well-maintained property can have in creating great places where customers are proud to live. To help achieve this customer responsibilities include:
- Ensuring their garden and driveway are well maintained to an acceptable standard, not be overgrown, untidy, or full of rubbish or bulky items.
 - If gardens are not maintained to an acceptable standard the garden maintenance procedure will be followed to ensure unacceptable garden conditions do not have a negative impact on the area.
 - Helping us to meet our health and safety responsibility in ensuring communal areas are kept clean, tidy, and free from obstruction.
 - Ensuring trees within the property boundary are kept in good order and do not interfere with the property structure, overhead lines or restrict light to neighbouring properties.
 - Disposing of all rubbish and unwanted items in a responsible way, including the disposal of large items.
 - Reporting known neighbourhood management issues in a timely manner.
- 6.12 Neighbourhood safety - We recognise the impact antisocial behaviour can have in neighbourhoods.

When reports are received our housing management team will investigate and work to resolve

Neighbourhood Management Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-010
Date Approved: June 2023	Review Date: June 2024

issues in line with our approach for dealing with anti-social behaviour.

- 6.13 Where noise reports are causing neighbourhood issues but do not meet the definition of anti-social behaviour, we will undertake further investigations to ensure a holistic approach is undertaken to establish reasons for noise. With all reports of noise nuisance, we will ensure an appropriate and proportionate response is provided which may include mediation where the noise is due to everyday household noises.
- 6.14 To help keep properties and communal area safe we ensure that regulatory requirements are met to protect customers. Fire safety management arrangements are in place, and these are detailed in the fire safety policy and supporting procedures.
- 6.15 Improving neighbourhoods (Regeneration) - Where specific issues are identified in an area, such as in relation to quality of housing stock, housing supply, estate layout, or estate management issues, we will consider the potential for regeneration with an approach which is driven by data on our stock and informed by customer feedback and colleague experience. Regeneration will be targeted in line with the approach set out in our regeneration strategic plan (asset management).
- 6.16 Community partnership and engagement - We understand that sustainable neighbourhoods can only be achieved if organisations work together and are committed to working with customers, other agencies and partners including the police and the local authority to achieve this.
- 6.17 To support this Beyond Housing has community partnership and engagement managers who support Beyond Housing's purpose to help customers and communities to succeed and thrive. As part of their role, they work to:
- Form strong and participatory connections with customers, communities, and stakeholders.
 - Research, create and suggest solutions to improve communities and customer sustainment, satisfaction, and performance.
 - Provide strong links and promotion of opportunities that improve social, environmental, and economic wellbeing.
 - Support the delivery of neighbourhood regeneration.
 - Encourage resident involvement and engagement so neighbourhoods become more self-sufficient.
- 6.18 By identifying barriers, suggesting the potential for improvement, and supporting the implementation of initiatives, the community partnership and engagement managers work in a collaborative way to drive forward changes that have a positive impact on customers,

Neighbourhood Management Policy	
Document Owner: Director of Customer Service	Document No: CS-PL-010
Date Approved: June 2023	Review Date: June 2024

communities, stakeholders, and the organisation.

7.0 Consultation

- 7.1 We encourage active customer involvement and consultation on all aspects of our neighbourhood management and have consulted with colleagues and involved customer groups as part of the development of this policy and will do as part of the review process, to continually develop good practice.
- 7.2 Consultation was undertaken with customers during February 2023, to establish expectations in relation to the policy. The feedback was used to inform the policy and revise the supporting procedure.

8.0 Approval

Approval and revision Criteria	Information
Document written by:	Director of Customer Service
Document approved by:	Board
Version No.	1

Version no.	Revision date	Reason for revision
1	June 2023	New policy