



Neighbourhood Management Policy

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Introduction

The Neighbourhood Management Policy sets out how we will manage neighbourhoods and communal areas associated with the homes that we own.

Neighbourhood management refers to the effective management of the environment around our properties and any common areas and to the joint working with partner agencies such as the local authority and local landowners on private areas within our neighbourhoods, to ensure that the neighbourhood is an attractive, well maintained, safe and secure place to live.

Objectives

The objective of the Neighbourhood Management Policy is to;

- Maintain clean, tidy and well cared for neighbourhoods including communal parts internal and external , hardscapes, and landscaped areas
- Carry out regular visits and inspections of all our schemes and estates to identify and address any area falling below our acceptable standard
- Promote and encourage the regulation of service standards for cleaning and grounds maintenance through Estate Champions and customer satisfaction surveys

Statutory, contractual and regulatory compliance

Rosebery will ensure that the Neighbourhood Management Policy complies with current legislation, regulation and best practice.

The Regulatory Code, Neighbourhood and Community Standard states:

'Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.'

We have agreed a 'Your Neighbourhood' local offer with customers that sets out our service standards in relation to neighbourhood management. This includes the management of anti-social behaviour and estate services.

Scope of the Policy

Rosebery Housing Association – Making a Positive Difference

Rosebery fulfils its neighbourhood management responsibilities through the following policies:

- Management of communal areas
- Ground maintenance of communal grounds
- Tree maintenance
- Environmental improvements
- Estate inspections
- Garages
- Abandoned vehicles
- Pest control
- Graffiti
- Household refuse & recycling disposal
- Litter and fly-tipping

Rosebery believes that everyone has the right to the enjoyment of their home and the local neighbourhood. The Anti-Social Behaviour Policy sets out our approach to the management of anti-social behaviour.

Management of communal areas

Communal areas include shared entrance ways, staircases and landings, bin stores, drying areas, pathways, parking areas and lifts.

We will ensure that the communal areas within blocks and schemes are maintained, kept clean, safe and secure, promptly repaired, kept clear of items and are adequately serviced and lit.

We will inspect communal areas on a monthly basis. Where recurrent problems arise we will work in partnership with the Local Authority, Police and other agencies to resolve the problem. We will publish the inspections on our website and provide feedback for residents on the progress of work or action required.

We will let a contract for the cleaning of communal areas for a set period of time to achieve a balance of quality and cost. We will publish details of the specification and schedule of cleaning services on noticeboards and on our website.

We recognise that personal items in communal areas can increase the risks associated with fire by obstructing an escape route or providing a source of fuel. Rosebery will not permit the storage of personal belongings in a shared area. Where personal belongings are identified, the responsible resident will be asked to remove them immediately. Failure to do so will result in the resident being served with a disposal of goods notice and being recharged Rosebery's costs in removing the items. Residents are required to repair any damage caused by them or by family members' friends or visitors, as stated in the tenancy agreement. If we are required to carry out any work under these circumstances we reserve the right to recover the total cost from the resident.

Rosebery recognise that residents or occupiers with a disability may need adaptations to their homes to make them suitable to live in. This policy does not prevent that opportunity and we will support residents in making these adaptations to communal parts and ensuring they are safe and fit to use. In addition Rosebery will consider allowing the storage of Mobility Vehicles in communal areas in compliance with Fire Safety Regulation with regard to the Health and safety of the residents.

Ground maintenance of communal grounds

Communal grounds include shared grassed areas, shrubs and flower beds.

We will ensure that communal grounds are maintained to a high standard, grass is cut regularly and flower and shrub beds are kept neat, tidy and free of weeds we will liaise monthly with the Estate champions and carry out satisfaction surveys with residents to ensure service standards are maintained.

We will inspect communal grounds on a monthly basis. Where recurrent problems arise we will work in partnership with the Local Authority, Police and other agencies to resolve the problem. We have a zero tolerance towards dog fouling and any resident living in a property with a communal entrance will not normally be given permission to keep a pet unless there is a medical requirement.

We will let a contract for the maintenance of communal grounds for a set period of time to achieve a balance of quality and cost. We will publish details of the specification and schedule of grounds maintenance services on noticeboards and on our website. We will hold monthly review meetings with our contractors and review the services standards and value for money.

Tree & Hedge maintenance

Communal areas

We will undertake a periodic survey of all trees located on communal grounds to identify required works. Works will be prioritised on the outcome of the survey with special provision for emergency health and safety work. We will also work with partner agencies, such as the local authority where tree work is required on land adjacent and having an impact on our properties and neighbourhood.

Individual gardens

We will, on request, inspect trees in individual gardens when we receive a report that a tree is causing damage to a property, is dangerous or is posing a hazard.

We will normally only undertake work to trees in individual gardens when the tree is subject to a TPO and it is absolutely necessary and we will not respond to requests to prune or fell trees when there is no justifiable reason. Residents remain responsible for the maintenance and upkeep of trees in their gardens.

Maintenance of hedges within individual gardens is the responsibility of the tenant. Where a hedge is encroaching on a shared area or footpath, we will approach the tenant to encourage them to cut back the hedge. If they fail to comply with our request then we will carry out the work and recharge the tenant.

Environmental improvements

We will work with tenants, leaseholders, customers and stakeholders to identify environmental improvements to communal areas on our estates and at our schemes. We will work with residents and appropriate partners to identify solutions to problems.

We will make provision within our budgets, both capital and revenue, to deliver environmental improvements and seek additional funds from other sources when appropriate.

Where we plan to undertake environmental improvement, we will consult and involve all residents affected by the works to seek their comments prior to commencing the work.

Garages

We will let and manage our garages to maximise income whilst ensuring an efficient and effective service for garage tenants.

We will prioritise the letting of garages to applicants with a local connection. Applicants who have an outstanding debt to Rosebery will have their application suspended until the debt has been repaid. When more than one applicant applies for a vacant garage we will prioritise the applications on the following basis:

- Anyone renting a garage in a block that is being decommissioned for development providing there is not an existing Rosebery tenant requiring one.
- Existing Rosebery tenants or leaseholders who are not existing garage tenants
- Where there is more than one eligible applicant the garage will be offered to the applicant who has been waiting longest
- Where there is no existing tenant or leaseholder we will let to the applicant who has been registered the longest

Applicants will be required to sign a License Agreement in respect of their use of the garage.

We will charge rent, weekly in advance; the rent will be reviewed annually in accordance with the Rent Policy.

Where it comes to our notice that the tenant has breached their licence agreement we will take formal action to recover possession of the garage. We will not allow the garages to be used for commercial purposes, or allow any storage of flammable materials.

We have identified a number of garage sites that have development potential and as such have adopted an approach, of targeted but limited investment on this basis.

Abandoned vehicles

Where it comes to our attention that a vehicle has been abandoned on communal land we will work with our partners at the local Authority to:

- Establish if the vehicle is abandoned
- Establish the identity of the vehicle owner
- Remove the vehicle as quickly as possible

In establishing if a vehicle is abandoned we will have regard to:

- Whether the vehicle is taxed
- Whether the vehicle has a registered keeper
- Whether the vehicle has been stationary for a significant period
- The condition of the vehicle
- The contents of the vehicle.

Pest control

We will address infestations of the following in communal areas:

- Rats
- Mice
- Cockroaches
- Fleas
- Wasp nests
- Bees nests
- Bed bugs

Where an infestation occurs in a tenant or leaseholders home as a result of a structural defect, we will repair the defect and arrange for the treatment of the infestation.

In all other cases the responsibility for dealing with the infestation lies with the tenant or leaseholder. In these circumstances we will offer advice to the resident.

Where the behaviour of the tenant or leaseholder is identified as the cause of the infestation we will contact them to advise of this and request that they take appropriate action to eradicate the infestation and prevent further occurrences. If they fail to act then we will take remedial action and recharge the cost of the works to the tenant or leaseholder.

Graffiti

Graffiti is criminal damage; we work with our police and local authority partners to try to identify and prosecute the perpetrators of graffiti.

We will remove offensive or abusive graffiti within 1 working day and any other graffiti within 10 working days.

Household refuse & recycling disposal

Rosebery will work with our Local Authority partners to encourage residents to re-cycle and re-use their household waste. We will provide and maintain appropriate facilities for refuse disposal and recycling.

We will advise new residents at the start of their tenancy of the arrangements for refuse and re-cycling collection.

Fly-tipping

Fly-tipping is the illegal dumping of waste. When this occurs on Rosebery land we will use our best endeavours to identify the source of the waste. We will work with our local authority partners to prosecute the perpetrators of fly-tipping. We will signpost local partners who collect and re-use old furniture and goods, and the Local Authority's subsidised service for the collection of bulk items.

Estate Champions

We will engage residents to work with us as 'Estate Champions' to help us to monitor the quality of estate services by giving regular feedback about the quality of the service. Estate Champions will help us to identify local issues such as litter, fly-tipping and graffiti and agree action plans or estate improvements for addressing these.

Estate inspections

We will undertake a programme of inspections of estates and schemes to monitor the quality of the environment. During these inspections we will:

- Identify outstanding repairs to communal areas
- Look for abandoned vehicles on communal land
- Monitor the performance of the cleaning contractor
- Monitor the performance of the ground maintenance contractor
- Identify vandalism and graffiti
- Look at the condition of garage areas
- Look at the condition of lighting on estates
- Look at the condition of gardens and property exterior
- Identify any health and safety or fire risks

In addition to the monthly inspections we will accompany the Local Authority, Councillors and Police on Environmental Visual Audits (EVA's). The frequency of the EVA's will be agreed by the partner agencies and we will provide feedback to our residents about and repair or maintenance responsibilities that arise.

Monitoring

The Head of Housing and Customer Experience will be responsible for the overall implementation of the neighbourhood management policy.

Rosebery will monitor its performance in delivering its Neighbourhood Management Policy to ensure that the service is delivered effectively. We will measure our performance against that of other social housing providers with the aim of achieving continuous improvement and compliance with best practice.

We will monitor customer satisfaction with Neighbourhood Management through 'Rated by Residents' customer satisfaction surveys.