



# **NEIGHBOURHOOD MANAGEMENT POLICY (Legacy Rosebery)**

## **Scope**

This policy applies to the delivery of services where the legacy Rosebery part of Town and Country Housing provides the service.

### **1. Introduction**

- 1.1 This policy sets out how we will manage neighbourhoods and communal areas associated with the homes that we own.
- 1.2 Neighbourhood management refers to the effective management of the environment around our properties and any common areas.
- 1.3 Effective neighbourhood management relies upon joint working with partner agencies and residents within our neighbourhoods, to ensure that the neighbourhood is an attractive, well maintained, safe and secure place to live.

### **2. Objectives**

- 2.1 The objective of the Neighbourhood Management Policy is to:
  - Provide high quality services, create sustainable communities, and promote pride in our neighbourhoods
  - Maintain clean, tidy, and well cared for neighbourhoods including internal and external communal parts, 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
  - Put residents at the heart of their neighbourhood by encouraging active resident involvement

### **3. Statutory, contractual, and regulatory compliance**

- 3.1 We will ensure that the Neighbourhood Management Policy complies with current legislation, regulation, and best practice.
- 3.2 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.'*

- 3.3 As a result of the Social Housing White Paper, there will be a renewed focus on the importance of communal areas. This is through the introduction of new tenant satisfaction measures and a revised decent homes standard.

### **4. Scope of the Policy**

- 4.1 This policy covers the following:
  - Management of communal areas, including cleaning
  - Grounds maintenance of communal grounds
  - Tree and hedge maintenance
  - Environmental improvements
  - The letting and management of garages

- Parking
- Abandoned vehicles
- Pest control
- Graffiti
- Household refuse & recycling disposal
- Litter, fly-tipping and bulk waste/rubbish removal
- Playgrounds
- Resident Involvement
- Estate inspections
- Monitoring

4.2 Town and Country Housing (Legacy Rosebery) believes that everyone has the right to the enjoyment of their home and the local neighbourhood. Well managed neighbourhoods can provide a better quality of life for our residents and can act as a deterrent to antisocial behaviour, neighbour nuisance, and crime. The Anti-Social Behaviour Policy sets out our approach to the management of anti-social behaviour.

## **5. Management of communal areas, including cleaning**

- 5.1 Communal areas include shared entrance ways, staircases and landings, bin stores, drying areas, pathways, parking areas and lifts as well as common parts in our sheltered schemes and Temporary Accommodation sites.
- 5.2 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.
- 5.3 We will inspect communal areas monthly. Where recurrent problems arise, we will work in partnership with the Local Authority, Police, and other agencies to resolve the problem. We will provide feedback for residents on the progress of work or action required.
- 5.4 We will let a contract for the cleaning of communal areas for a set period 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 will carry out satisfaction surveys with residents to ensure service standards are maintained and hold monthly review meetings with our contractors, including joint site inspections to review the service standards and value for money.
- 5.5 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. We 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. We have a strict zero tolerance of any items left in communal areas. Failure to do so will result in the resident being served with a disposal of goods notice (Tort Notice) and being recharged Town and Country Housing (Legacy Rosebery)'s costs in removing the items.
- 5.6 We will carry out repairs in communal areas in accordance with the Town and Country Housing (Legacy Rosebery) Responsive Repairs Policy, but residents are required to repair any damage caused by them or by family members' friends or visitors, as stated in their 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.

5.7 We 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, wherever possible, ensuring they are safe and fit to use. In addition, we will consider allowing the storage of mobility vehicles in communal areas provided it does not conflict with compliance with Fire Safety Regulation.

## **6. Grounds maintenance of communal grounds**

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

6.2 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 carry out satisfaction surveys with residents to ensure service standards are maintained.

6.3 We will inspect communal grounds monthly. 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.

6.4 We will let a contract for the maintenance of communal grounds for a set period 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, including joint site inspections and review the service standards and value for money.

## **7. Tree & hedge maintenance**

### **7.1 Communal areas**

7.1.1 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 neighbourhoods.

### **7.2 Individual gardens**

7.2.1 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.

7.2.2 We will normally only undertake work to trees in individual gardens when the tree is subject to a Tree Preservation Order (TPO), and it is a requirement due to health and safety risks. 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.

7.2.3 Maintenance of individual gardens is the responsibility of the tenant, including divisional fences. Where a hedge is encroaching on a shared area or footpath, we will approach the tenant to encourage them to cut back the hedge. Where a resident has expressed that they are unable to maintain their own garden, we will make a referral to

agencies who may be able to offer support. If they fail to comply with our request, we will carry out the work and recharge the tenant.

## **8. Environmental improvements**

- 8.1 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.
- 8.2 We will make provision within our budgets, both capital and revenue, to deliver environmental improvements and seek additional funds from other sources when appropriate.
- 8.3 Where we plan to undertake environmental improvements, we will consult and involve all residents affected by the works to seek their comments prior to commencing the work.

## **9. The letting and management of garages**

- 9.1 We will let and manage our garages to maximise income whilst ensuring an efficient and effective service for garage tenants.
- 9.2 We will prioritise the letting of garages to applicants with a local connection. Residents who have an outstanding debt to Town and Country Housing (Legacy Rosebery) will be denied renting a garage 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 Town and Country Housing (Legacy Rosebery) tenant requiring one
  - Existing Town and Country Housing (Legacy Rosebery) tenants or leaseholders who are not existing garage tenants
  - Where there is more than one eligible Town and Country Housing (Legacy Rosebery) tenant or leaseholder the garage will be offered to the person who has been waiting longest
  - Where there is no existing Town and Country Housing (Legacy Rosebery) tenant or leaseholder, we will let to the person who has been registered the longest
- 9.3 Anyone renting a garage will be required to sign a License Agreement in respect of their use of the garage.
- 9.4 We will charge rent, weekly in advance; the rent will be reviewed annually in accordance with the Rent Policy.
- 9.5 Where it comes to our notice that the licensee has breached their licence agreement, we will take formal action to recover possession of the garage. We will take a firm approach to any licensee who is in arrears. We will not allow the garages to be used for commercial purposes or allow the storage of flammable materials.
- 9.6 We have identified several garage sites that have development potential and as such have adopted an approach of targeted but limited investment on this basis.

## **10. Parking**

- 10.1 Where parking is available to residents on Town and Country Housing (Legacy Rosebery) land, this area will be maintained as part of the grounds maintenance and cleaning specification.
- 10.2 Residents will be able to use the parking area on a first come first basis. Unless the parking bays are allocated to a particular property, we will not be responsible for carrying out enforcement action.

## **11. Abandoned vehicles**

- 11.1 Where it comes to our attention that a vehicle has been abandoned on communal land, we will work with agencies such as the DVLA and the Local Authority.
- 11.2 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
- 11.3 Where we have identified an abandoned vehicle, we will take the appropriate action according to the Abandoned Vehicles Procedure.

## **12. Pest control**

- 12.1 We will address infestations of the following in communal areas:
- Rats
  - Mice
  - Cockroaches
  - Fleas
  - Wasp nests
  - Bees' nests
  - Bed bugs
  - Squirrels
- 12.2 Where an infestation occurs in a tenant or leaseholder's home because of a structural defect, we will repair the defect and arrange for the treatment of the infestation.
- 12.3 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.
- 12.4 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 on this advice, we will take remedial action and recharge the cost of the works to the tenant or leaseholder.

### **13. Graffiti**

- 13.1 Graffiti is criminal damage; we work with the police and Local Authority partners to try to identify and prosecute the perpetrators of graffiti.
- 13.2 We will remove offensive or abusive graffiti within 1 working day and any other graffiti within 10 working days.
- 13.3 If the graffiti is not on our land, we will refer to the Local Authority.

### **14. Household refuse & recycling disposal**

- 14.1 We will work with our Local Authority partners to encourage residents to re-cycle and re-use their household waste. We will liaise with Local Authorities to provide and maintain appropriate facilities for refuse disposal and recycling.
- 14.2 We will advise new residents at the start of their tenancy of the arrangements for refuse and re-cycling collection.
- 14.3 If household refuse is not disposed of using the facilities provided, and results in Town and Country Housing (Legacy Rosebery) removing the waste, any costs incurred will be recharged as per our Recharge Policy.

### **15. Litter, Fly-tipping and bulk waste/rubbish**

- 15.1 Fly-tipping is the illegal dumping of waste. When this occurs on Town and Country Housing (Legacy 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 residents to local partners who collect and re-use old furniture and goods, and the Local Authority's subsidised service for the collection of bulk items.
- 15.2 Where we can identify who has fly tipped, dumped rubbish or bulk waste they will be recharged the costs for removal in accordance with our recharge policy.

### **16. Playground**

- 16.1 We will conduct regular visual inspections of playgrounds that are maintained by Town and Country Housing (Legacy Rosebery) and on their communal land. An annual Safety Inspection Report is completed by RoSPA to ensure safety compliance is met.

### **17. Resident Involvement**

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

### **18. Estate inspections**

- 18.1 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 grounds 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, fire risks or potential estate improvements

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

## **19. Monitoring**

19.1 The Head of Housing and Customer Experience will be responsible for the overall implementation of the Neighbourhood Management Policy.

19.2 We will monitor our 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.

19.3 We will monitor customer satisfaction with Neighbourhood Management through customer satisfaction surveys.