



Title of policy:	Neighbourhood Management Policy
Version:	4
Updated:	October 2021
Next review:	October 2023
By:	Head of Customers

## 1. Introduction

- 1.1 North Star Housing Group recognises that keeping neighbourhoods safe and clean is an important part of providing a better quality of life for our residents and can act as a deterrent to antisocial behaviour (ASB), neighbour nuisance and crime. This policy states how we will maintain neighbourhoods and communal areas where we are responsible and how we will work with partner agencies in areas where we are not the majority landlord. Many areas we work in, don't have a defined neighbourhood but can include an estate, a group of street properties or a group of properties within a rural area.
- 1.2 We will comply with the Homes England's regulation framework through consulting with tenants in developing this policy and in partnership with external organisations to maintain and improve the neighbourhoods and communal areas associated with our homes.

## 2. Working together

- 2.1 Neighbourhood management is most effective when residents and landlords work together to make their communities a better place to live. 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 the local authorities and other landowners to ensure that identified issues are quickly addressed and appropriately.
- 2.2 Our responsibilities as a landlord include:
- Providing quality services that keep communal and external areas in a good state of repair, clean, safe, and free from hazards for use by residents and visitors.
  - Ensuring that there are no health and safety risks to residents and visitors in our neighbourhoods.
  - Providing residents with a range of opportunities to influence and be involved in the delivery of neighbourhood management services and monitoring how they are being delivered.

- Listening and acting on concerns raised by residents about their neighbourhood and having a clear, simple, and accessible approach to complaints to ensure they are resolved promptly.
- Work in partnership with other interested agencies to deal effectively with ASB and other neighbourhood issues.

### 2.3 Residents' responsibilities include:

- Making sure that homes, gardens, and driveways are well maintained and in good condition in line with their tenancy agreement.
- Promptly reporting any repairs for which we are responsible.
- Helping us meet our health and safety responsibility in ensuring that communal areas are kept clean, tidy, safe, and free from obstruction and to not use them to store personal belongings or other items.
- Making sure that any animals kept at the property are always under control and are not causing a nuisance such as excessive barking.
- Not engaging in ASB, nuisance or annoyance to neighbours and reporting of any concerns to North Star.
- Not hoarding items, animals, or anything at the property as this can cause a serious health and safety issue.

We will not become involved in disputes between residents relating to parking issues or differences in lifestyle or culture as we expect tenants to take responsibility to resolving such matters themselves.

## 3. Neighbourhood Inspections

- 3.1 Alongside feedback from residents, regular inspections of our schemes and neighbourhoods are one of the main ways that we can ensure schemes and local neighbourhoods are being looked after and to identify problems that need to be addressed. These inspections will also focus on ensuring our contractors are delivering high quality and value for money services.
- 3.2 The frequency of these inspections will be determined and reviewed regularly by the Housing Services Manager based on a range of factors including:
- Where we have a high density of properties or own the land
  - Local environment including problems with difficult to let properties, problem gardens etc.
  - Feedback from customers

## 4. Communal areas

- 4.1 We aim to keep communal areas safe, clean, and tidy. Communal areas include but are not limited to:
- Shared hallways, landings, stairs, and lifts

- Shared doorways, porches, and windows in communal areas
- Shared bin stores and drying areas
- Shared gardens and grassed areas
- Paths and parking areas

We will ensure that communal areas are:

- Kept safe, clean, well-lit, and secure
- Free from personal items, rubbish, and graffiti

Any of the above issues can be reported via our Customer Service Team on 03000 110011 or via our website [www.northstarhg.co.uk](http://www.northstarhg.co.uk)

- 4.2 We have a legal duty to ensure that all fire escapes and fire routes are always kept clear. It is tenant's responsibility to help us meet our health and safety obligations.

Tenants will be charged for any costs incurred by North Star for the removal of items left in communal areas.

## **5. Grounds Maintenance**

- 5.1 We want our homes and communities to be attractive and pleasant places to live in. We aim to keep the grounds and open spaces we own well-kept to a high standard.

In consultation with our tenants, we reviewed our grounds maintenance service and have a clear standard for the upkeep of our grassed areas, trees, hedges, and shrubs. We use a grounds maintenance contractor to maintain our open space areas and communal gardens on our behalf.

Any issues should be reported through our Customer Services team on 03000 110011, or through My North Star via our website [www.northstarhg.co.uk](http://www.northstarhg.co.uk)

## **6. Vehicles and Parking**

- 6.1 We encourage our residents and their visitors to park responsibly on roads or parking spaces provided and not on grass verges or gardens.
- 6.2 Any abandoned vehicles will be reported to the relevant local authority within one working day of being notified.
- 6.3 Garage sites are to be kept clean and tidy. These will be inspected during neighbourhood inspections and appropriate action will be taken if necessary.

## **7. Graffiti**



- 7.1 Graffiti negatively impacts the appearance of a neighbourhood. Where the graffiti is offensive, we will arrange to either remove or paint over within one working day of been notified and all other graffiti within two working days.

## **8. Abandoned properties**

- 8.1 We will implement our abandoned property procedure within one working day of being notified a property has been abandoned.

## **9. Tenants' gardens and yards**

- 9.1 It is a tenant's responsibility to keep their garden or yard in a clean and tidy condition. Where below standard, the housing officer will work with the tenant to resolve the issue.

## **10. Access to Services**

- 10.1 This document has been developed in accordance with North Star's Equality and Diversity Strategy to ensure equality of treatment for all our customers. We aim to meet the diverse needs of all our tenants in a customer focused and sensitive manner.
- 10.2 The organisation opposes all forms of discrimination, which cause a person to be treated unjustly including on the grounds of race, ethnic origin or nationality, disability, gender, sexuality, age, income, appearance, faith or religious belief or non-belief and responsibility for dependents.
- 10.3 We aim to gain a detailed understanding of the diverse needs and preferences of our customers so that we can continue to shape our services to meet their needs. In doing so, the organisation may look at individual cases where it may be reasonable to exercise positive action to ensure that certain groups are provided with the appropriate services.
- 10.4 We are constantly looking at ways to make access to our services easier for everyone. This can include:
- Providing information and responses in different ways when this will be helpful such as large print, translated into another language
  - British Sign Language (BSL) Interpreting and Lip Speakers
  - Arranging appointments around times of the week or periods to suit the needs to tenants
  - Providing a language interpreter
  - Providing additional support for customers with physical/mental health conditions
  - Arranging for you to speak to a member of staff of the same gender where possible
  - Having hearing induction loop systems in our offices
  - Undertaking home visits to customers who are unable to access our offices

## Document Control

<b>Department</b>	<b>Housing</b>
<b>Responsible person</b>	<b>Head of Customers</b>
<b>Creation date</b>	<b>September 2017</b>
<b>Review period</b>	<b>Two years</b>
<b>Next review date</b>	<b>October 2023</b>
<b>Previous review dates</b>	<b>October 2021</b>
<b>Version number</b>	<b>4</b>
<b>Amendments and dates</b>	<b>V2 October 2019</b>
<b>Has the policy been Equality Impact Assessed?</b> <i>If no, please outline the reasons why. If yes, please outline when and with what results.</i>	<b>No - not applicable</b>
<b>Has tenant/customer consultation been undertaken?</b> <i>If no, please outline the reasons. If yes, please explain how, when and with what results.</i>	<b>The Tenants Voice Scrutiny Panel made a recommendation to have this policy following their ASB review in 2014</b>
<b>Has the document been approved by LINK?</b> <i>If no, please outline the reasons. If yes, when and with what results?</i>	<b>Yes, original version</b>
<b>Has the document been approved by Board?</b> <i>If no, please outline the reasons. If yes, when and with what results?</i>	<b>Not applicable</b>
<b>Has the document been approved by STG?</b> <i>If no, please outline the reasons. If yes, when and with what results?</i>	<b>Not applicable</b>
<b>Associated policies and procedures</b>	<b>Abandoned property procedure ASB Policy Access to Housing Policy</b>
<b>Associated documents/leaflets</b>	

