



NEIGHBOURHOOD MANAGEMENT POLICY

Approver	Board of Management
Date Policy First Approved	(September 2014)
Policy	Neighbourhood Management
Date Last Revised	November 2017
Revised by	Head of Housing
Next Revision Date	November 2020
Related Documents	Dealing with Abandoned Vehicles Procedure Dealing with Abandoned Possessions Abandonment Procedure Neighbourhood Inspections Procedure Securing Possessions Procedure Equality and Diversity Policy
Location of Hard Copy	Housing and Support

Signed:

Chief Executive:

Julia Ashley

On Behalf of the Board of Management

1.0 INTRODUCTION

- 1.1 This policy sets out how C&C will deliver a high quality Neighbourhood management service that provides value for money for residents and the organisation. C&C will work in partnership with Tenant and Resident Groups, and other Agencies to make stronger, safer and sustainable communities.

2.0 PURPOSE/STANDARD REQUIRED

- 2.1 The purpose of this policy is to set out our approach to the planning and delivery of Neighbourhood services in a way which meets the following objectives:
- 2.1.1 provide services that our residents want and need;
 - 2.1.2 maintain a high standard in the upkeep and cleanliness of communal areas on our Neighbourhoods giving residents a peaceful, clean and tidy environment;
 - 2.1.3 create and maintain stable and socially inclusive communities where people want to live;
 - 2.1.4 ensure that Neighbourhood services represent value for money and are delivered in a way which meet service standards that have been agreed with residents.
- 2.2 C&C will meet the requirements of The Neighbourhood Standard set out by the Government's social housing regulator the Homes and Communities Agency as set out below:
- Work in partnership with local authorities and local partnerships to ensure a high quality environment for residents.
 - Clean the internal and external areas of its blocks and Neighbourhoods to a standard agreed with residents
 - Deliver high standards of grounds maintenance to a standard agreed with residents
 - Maintain communal areas in a good state of repair which will be inspected and monitored in conjunction with residents
 - Have Neighbourhoods where graffiti, fly-tipping and other anti-social behaviours are not issues or are dealt with effectively.
- 2.3 C&C will ensure that it manages its Neighbourhoods in accordance with best practice and relevant policy and legislation, including the following:
- [Clean Neighbourhoods and Environment Act 2005](#)
 - [Equalities Act 2010 amended 2017](#)
 - [Housing Act 2004](#)
 - [Refuse Disposal Act 1978](#)
 - [Removal and Disposal of Vehicles Regulations 1986](#)
 - [Torts \(Interference with Goods\) Act 1977](#)

3.0 SCOPE

- 3.1 This Policy applies to all social rented stock but excludes Care Homes and Leasehold properties.
- 3.2 This Policy applies to all employees, volunteers and Board and Committee members. It also applies to those employed by agencies under agreements with C&C. All of these will be referred to as 'Workers' in this policy

4.0 RESPONSIBILITIES

- 4.1 It is the responsibility of the Head of Housing to ensure the implementation of the Neighbourhood Management Policy and that:
- All relevant staff are aware of the Neighbourhood Management Policy and associated procedures.
 - All relevant staff are trained on the Neighbourhood Management Policy associated procedures.
 - Residents are aware of the Neighbourhood Management Policy.

5.0 POLICY

- 5.1 C&C will manage its neighbourhoods efficiently and effectively to ensure that our neighbourhoods provide an inclusive, safe community for tenant and residents. This policy details the arrangements for the management of Neighbourhoods in the control of C&C.
- 5.2 The key principles of the Neighbourhood Management Policy are to:
- 5.2.1 Maintain, in partnership with residents, clean, tidy and well cared for communal areas on our neighbourhoods. These include hardscape and landscaped areas, as well as the internal communal areas of our properties themselves.
 - 5.2.2 Carry out regular visits and site inspections of all of our neighbourhoods and communal areas on a regular basis, to identify and subsequently address any area falling below our acceptable standards. All visits should be undertaken wherever possible with residents.
 - 5.2.3 C&C will maintain local budgets that are managed in consultation with residents with the sole purpose of maintaining and improving neighbourhoods. Each year C&C will agree with local residents the priorities for neighbourhood management spending.
 - 5.2.4 Work in partnership with Tenant and Resident Associations, and other Agencies to make stronger, safer and sustainable communities.
- 5.3 C&C will maintain clear procedures for all aspects of neighbourhood management.
- 5.4 For each area we will maintain core policy principles that should be maintained. These are:

- 5.4.1 **Abandoned Vehicles** and those vehicles causing a nuisance. Abandoned vehicles can be a serious problem in our neighbourhoods. They can have a negative impact on the local environment, result in crime and vandalism, and can pose a danger to the health and safety of our residents. They can also take up valuable parking spaces where spaces are in short supply. We are therefore committed to dealing with abandoned vehicles swiftly and effectively outlined in the Abandoned Vehicles Procedure.
- 5.4.2 **Abandoned Properties.** C&C is dedicated to meeting housing needs with its available housing stock and it will take prompt action when tenants abandon or are suspected of abandoning properties. The Abandoned Properties Procedure sets out how C&C identifies vacant properties to enable speedy re-letting to those with housing needs.
- 5.4.3 **Graffiti and litter.** C&C are committed to making sure our schemes have an environment where people want to live free from Graffiti and litter. C&Cs neighbourhood inspection procedure sets out how we will make sure our schemes are free from piles of leaves and windblown rubbish, weeds and litter that there is no graffiti or unauthorised handbills or stickers. Where the standard is not met, actions needed are recorded and checked for progress at the next inspection.
- 5.4.4 **Grounds Maintenance.** C&C Neighbourhood Inspection procedure for lawns and planted areas set out how we will make sure our schemes are planted and maintained to give an overall cared-for and pleasant appearance. We ensure plants are not a danger to pedestrians that trees do not present a danger to residents or possible risk of damage to buildings and contributes to a high quality living environment.
- 5.4.5 **Cleaning of Communal Areas.** To ensure C&C schemes are clean and cared for, staff monitor the cleaning contact on a regular basis to ensure residents receive value for money

6.0 SUPPORTING DOCUMENTATION

- 6.1 The Neighbourhood management responsibilities, which are separate documents, detail how C&C deal with Neighbourhood Management;
- [Dealing with Abandoned Vehicles](#)
 - [Dealing with Abandoned Possessions](#)
 - [Abandonment Procedure](#)
 - [Neighbourhood Inspections Procedure](#)
 - [Securing Possessions Procedure](#)

Equality Impact Assessment

Relevant Equality Area	Does the policy or its implementation:		Does CCHT need to proceed to full Equality Impact Assessment (If in doubt then progress to full screening)
	Breach equalities legislation	Affect different groups in different ways (both positive and negative)	No
Gender	No	No	
Race	No	No	
Disability	No	No	
Age	No	No	
Sexual orientation	No	No	
Religion and beliefs	No	No	