



H O N E Y C O M B  
G R O U P

# Neighbourhood Management Policy

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Who's this for?	The Honeycomb Group – Staffs Housing
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### 1. Introduction and purpose

The purpose of this policy is to outline the approach of Honeycomb Group (HG) to neighbourhood management with the aim of ensuring that customers can enjoy a safe, secure, and well-maintained environment. We want customers to feel proud of where they live and can live the life they choose. We are committed to investing in these neighbourhoods, delivering trusted services that improve life outcomes for customers and those living in the neighbourhoods in which we work. We are mindful that this can act as a deterrent to antisocial behaviour (ASB), hate crime, neighbourhood nuisance and crime.

We want to be more than a landlord – we will work with customers and local partners to ensure we deliver a neighbourhood model that meet local needs, tackling issues such as lack of secure employment, access to education and training, loneliness, and poor mental and physical health.

This policy sets out both ours and customer responsibilities related to neighbourhood management. It covers all our properties and customers, including those who rent their homes and shared owners, where we are responsible.

We endeavour to provide value for money in the services we provide in managing our neighbourhoods. We will put our customers at the centre of what we do and co-design our services with customers where possible and through engaging with our customers around their communities. We will

use data and feedback from our customers to improve our services and make the best decision for our customers and the places they live.

## 2. Policy objectives

- To develop a proactive approach to managing our properties and neighbourhoods, to help support the health and wellbeing of our customers
- To manage the environment and common areas owned and/or managed by us effectively
- To ensure that all customer and leaseholders are aware of their respective responsibilities
- To provide effective neighbourhood management
- To meet all regulatory requirements
- We will take reasonable care to maintain common entrances, halls, stairways, lifts, rubbish chutes, electric lighting and any other communal areas and provide guidance to our customers on neighbourhood upkeep responsibilities.
- Effective neighbourhood management will rely on our staff, customers and contractors all fulfilling their responsibilities to keep estates and shared spaces clean, safe, and pleasant and create sustainable neighbourhoods.

## 3. Policy action

### Working together

Neighbourhood management is most effective when customers 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, other social landlords and other landowners to ensure that identified issues are quickly addressed and acted upon appropriately, including shared spaces.

## 4. 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 customers and visitors
- Ensuring that we minimise any health and safety risks to customers and visitors in our neighbourhoods
- Providing customers with a range of opportunities to monitor, influence and be involved in the delivery of neighbourhood management services
- Listening and acting on concerns raised by customers 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

## 5. Customer 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 us
- Not hoarding items, keeping animals, or anything at the property as this can cause a serious health and safety issue

We will not become involved in disputes between customers relating to parking issues or differences in lifestyle or culture as we expect customers to take responsibility to resolving such matters themselves. However, should the situation escalate or where not safe to do so, it should be reported to us as ASB. Any such cases will be dealt with in line with our ASB policy.

## 6. Neighbourhood inspections

Alongside feedback from customers, 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.

The frequency of these inspections will be determined and reviewed regularly by the Neighbourhood Managers on a patch-based approach.

## 7. Communal areas

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 communal restaurants, lounges where applicable
- 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 trip hazards including personal items, rubbish and graffiti

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

Customers may be charged for any costs incurred by us for the removal of items left in communal areas.

### **8. Grounds maintenance**

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 and to a high standard.

### **9. Vehicles and parking**

We encourage our customers and their visitors to park responsibly on roads or parking spaces provided and not on grass verges or gardens.

Any reported abandoned vehicles will be checked by the neighbourhood officer to see if taxed and with an MOT (Ministry of Transport) in place. If it is not taxed etc, a notice will be left on the vehicle for 10 days. If it is not removed, it will be reported to the relevant local authority, or we will serve a 'Torts notice' and arrange collection for removal by a third party.

Garage sites are to be kept clean and tidy. These will be inspected during neighbourhood inspections and appropriate action will be taken if necessary.

### **10. Graffiti**

Graffiti negatively impacts the appearance of a neighbourhood. Where the graffiti is offensive, we will arrange to either remove or paint over the graffiti.

### **11. Abandoned properties**

We will investigate and take appropriate further action within one working day of being notified a property has been abandoned.

### **12. Customer gardens and yards**

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

### **13. Access to services**

This document has been developed in accordance with our Equality & Diversity Policy to ensure equality of treatment for all our customers. We aim to meet the diverse needs of all our customers in a customer-focused and sensitive manner.

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.

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, we 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.

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 or translated into another language
- Providing a language interpreter
- Arranging appointments around times of the week or periods to suit the needs of our customers
- Providing additional support for customers with physical/mental health conditions
- Arranging for a customer to speak to a member of staff of the same gender where possible
- Undertaking home visits to customers who are unable to access our offices

### **14. Data protection**

All personal data processed, stored, shared and when responding to the rights of data subjects will be carried out in accordance with current data protection legislation (UK GDPR and the Data Protection Act 2018).

### **15. Review**

The policy will be reviewed after three years or as required by changes in legislation and regulation.

**July 2024**