

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Neighbourhood Management Policy

This policy was created to:

Help make your neighbourhood a clean, safe, and pleasant place to live. Honeycomb Group wants all customers to feel proud of their homes and communities and live in areas that support good health, safety, and wellbeing.

What this policy covers

- How we manage shared areas and outdoor spaces
- What we and our customers are each responsible for
- How we deal with things like abandoned vehicles, graffiti, and untidy gardens
- How we inspect neighbourhoods and respond to issues
- How we work with partners to support communities and tackle problems

Our Goals

- Keep shared and outdoor areas safe and well maintained
- Make sure everyone understands their responsibilities
- Encourage communities that are welcoming, supportive, and clean
- Support residents' wellbeing and reduce problems like antisocial behaviour and isolation
- Use customer feedback to improve our services

Key Terms

- **Neighbourhood Management:** Taking care of shared areas and helping communities thrive.
- **Communal Areas:** Spaces shared by residents, like stairways, hallways, gardens, or bin areas.

- **ASB (Anti-social behaviour):** Any behaviour that upsets, harms, or causes nuisance to others.
- **Customer:** Anyone who rents or part-owns a home with Honeycomb Group.

Our Approach

- We inspect neighbourhoods regularly to check conditions and get feedback
- We keep communal areas clean, safe, and hazard-free
- We act quickly on offensive graffiti, fly-tipping, or reports of abandoned vehicles
- We expect you to keep your home, driveway, and garden tidy and safe
- We encourage respectful behaviour between neighbours
- If issues escalate or pose a risk, we'll treat them as ASB and respond according to our ASB Policy
- We'll work with other landlords, councils, and local organisations to resolve problems

Legal Compliance

We meet all legal requirements including health and safety, fire safety, and equality laws. We have a legal duty to keep fire exits clear and communal areas safe.

Performance Monitoring

- We monitor the condition of homes and neighbourhoods through inspections
- We use customer feedback to improve services
- Our Customer Services Committee reviews neighbourhood performance

Data Protection

Any personal information we collect while managing your neighbourhood is handled securely and according to UK GDPR and the Data Protection Act 2018. We only use your data for necessary housing services.

Review

This policy is reviewed every three years or sooner if there are changes in law or regulations.

Date of Policy: July 2024