Neighbourhood Management Policy

Audience:	Customers, Stakeholders, Colleagues
Policy Owner:	Executive Director: Customer Experience
Policy Lead:	Director of Neighbourhoods
Approved by:	Senior Leadership Team
Approved date:	July 2025
Next review date:	July 2028

1. Purpose and scope of the policy

We want you to feel proud of where you live. Two of the key priorities in our Corporate Strategy are:

- Pride in Homes and Places
- Great Customer Experience

This policy sets out how we'll manage the shared spaces in and around your home – including communal areas, estates and neighbourhoods – to ensure they are clean, safe and well looked after.

It applies to all blocks and estates where we have a housing or land interest, even if another party manages them. It covers all customers, including tenants, leaseholders and shared owners.

2. Definitions

- **Abandoned vehicle:** A vehicle left on our land without permission, often untaxed, unroadworthy, or seemingly deserted.
- **Bulk waste:** Large items like mattresses or white goods that don't fit in bins.
- **Fly-tipping:** The illegal dumping of waste in public or communal areas.
- **Managing Agent:** A person or company appointed to oversee day-to-day management of a block or estate on behalf of the freeholder.
- **Tort / Tort Notice:** Under the Tort (Interference with Goods) Act 1977, we have the right to remove any item left in communal areas that presents a safety risk. Where possible, we'll store these items while we try to contact the owner.

3. Policy Principles

We'll:

- Deliver services (e.g. grounds maintenance, cleaning, pest control, rubbish removal) through formal contracts that meet legal standards and deliver value for money.

- Consult with you before introducing new services that increase charges, unless urgent health and safety action is required.
- Carry out regular inspections to check for safety, cleanliness, repairs and contractor performance.
- Remove items from communal areas if they block exits or pose a fire hazard.
- Recover costs from those responsible for damage or fly-tipping and may pursue legal action.
- Remove abandoned or unsafe vehicles where necessary.
- Where possible, install electric vehicle charging points in new developments to support greener living.

4. Policy aims and objectives

We're committed to:

- Creating clean, safe and well-maintained neighbourhoods.
- Providing good value for money for communal services.
- Achieving performance levels at or above the median for Tenant Satisfaction Measures (TSMs) linked to neighbourhoods.

5. Policy Actions

To deliver clean, safe and well-managed neighbourhoods, this policy sets out key actions and expectations for us and you.

What we'll do:

- Carry out regular inspections of estates and communal areas to check cleanliness, safety and contractor performance.
- Report issues to the appropriate team for timely resolution.
- Put in place and manage contracts for cleaning, grounds maintenance and pest control, ensuring value for money.
- Remove items from communal areas that pose a fire or safety risk, under the Tort (Interference of Goods) Act 1977.
- Address environmental issues such as graffiti, fly-tipping and abandoned vehicles, taking enforcement and recovery action where appropriate.
- Maintain shared areas including green spaces, play areas, trees, lifts and water tanks in line with our policies.
- Publish cleaning and grounds maintenance schedules on MyMoat and neighbourhood noticeboards (where available).
- Monitor managing agents where we are not the landlord, escalating poor performance in line with our Managing Agent Policy.
- Provide designated areas, where we have provision, for safe storage and charging of mobility scooters, in line with safety standards.
- Manage garages in accordance with the Licence Agreement and maintain a waiting list for interested customers.
- Support customers and local partners in tackling issues such as parking disputes, pests and environmental nuisance.

- Promote greener communities by supporting initiatives like electric vehicle charging and assisted gardening.
- Create opportunities for customers to shape and improve services through feedback and involvement.

What customers are expected to do:

We ask customers to:

- Keep private gardens and outdoor areas tidy, including lawns, shrubs and trees within their boundaries.
- Avoid storing personal belongings in communal areas or blocking exits and escape routes.
- Keep mobility scooters, prams, pushchairs, or bicycles out of internal communal spaces.
- Park only taxed and roadworthy vehicles in designated areas, following any estate-specific restrictions.
- Dispose of rubbish and recycling properly and keep bin stores accessible and tidy.
- Manage pets responsibly to avoid nuisance or safety risks.
- Report repairs, faults, or safety concerns promptly via the appropriate channels.
- Comply with tenancy or leaseholder obligations relating to communal living, cleanliness and safety.

6. Monitoring, Reporting and Review

We monitor the effectiveness of our neighbourhood management services through regular performance and quality checks. This includes:

- Tracking key performance indicators related to estate management, cleaning and grounds maintenance
- Reviewing complaints and feedback to identify trends and improve service delivery
- Evaluating compliance with the Neighbourhood and Community Standard through quarterly reviews.

We will review this policy at least every three years, or sooner if required, using insight from data, resident feedback and service reviews to guide improvements.

7. Equality, Diversity and Inclusion

This policy will be delivered in line with our Equality, Diversity and Inclusion Policy. An Equality Impact Assessment was completed as part of the policy's development and approval.

8. Data protection

This policy will be delivered in line with our Data Protection Policy. A Data Protection Impact Assessment was completed during development.

9. Related legislation and regulations

Legislation

- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Building Safety Bill 2021
- Clean Neighbourhoods and Environment Act 2005
- Environmental Protection Act 1990
- Housing and Regeneration Act 2008.
- Law of Torts (Interference with Goods) Act 1977
- Occupiers Liability Act 1984
- Public Health Act 1936.
- Refuse Disposal (Amenity) Act 1978
- The Regulatory Reform (Fire Safety) Order 2005
- The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008
- Procurement Act 2023

Regulatory Framework

- Regulator of Social Housing – Consumer Standards: Neighbourhood and Community Standard
- Health and Safety at Work etc Act 1974
- European Standard for Playground Safety, EN1176

10. Related policies and procedures

- Anti-Social Behaviour Policy
- CCTV Policy
- Customer Resolutions Policy
- Equality, Diversity and Inclusion Policy
- Estate Inspection Procedure
- Estate Services Contract Manual
- Fire Safety Management Policy
- Health and Safety Management Policy
- Legionella Management Policy
- Lift Policy
- Managing Agent Policy
- Pets Policy
- Recharge Policy
- Repairs and Maintenance Policy
- Safeguarding Adults at Risk Policy
- Safeguarding Children Policy
- Service Charge Policy

- Tree Policy (in development)
- Unreasonable Behaviour Policy
- Vulnerability Policy (in development)

11. Customer engagement

We consulted with our customer advocates and 95% felt the policy avoided jargon and was easy to understand. Based on their feedback, we made improvements to ensure clarity and reduce repetition. The majority supported the adoption of this policy.

12. Document Revision History

Date	Changes approved by	Details of changes made
26/06/2025	Victoria Asimaki, Head of Strategy and Policy	No substantive changes. Improved clarity, tone and structure to ensure policy meets expectations of a modern, customer-facing policy document.