

Neighbourhood Management Policy



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1. Introduction

This policy sets out our approach to maintaining and improving neighbourhoods and communal areas associated with our homes.

We strive to deliver excellent services and for our neighbourhoods to be places where our current and future customers want to live. The way we manage our neighbourhoods directly affects the quality of life and environment enjoyed by our customers and the community.

2. Purpose

This policy aims to:

- Explain how we will work in partnership with our customers and external organisations concerned with the safety, security, and appearance of the neighbourhood environment.

3. Scope

This policy applies to all areas where we own or manage properties and to all Moat employees and contractors providing the services set out in this policy.

4. Definitions

The terms “we”, “our” and “us” mean Moat.

“Customer” : Tenant, shared owner or leaseholder of Moat.

“Neighbourhood”: A geographically localised community within a larger town or city neighbourhoods are often social communities.

“Estate”: A group of homes and other buildings built together as a single development.

“Block”: Multi-storey and single-storey buildings containing more than one dwelling.

5. Roles and Responsibilities

The Director of Neighbourhoods is responsible for the implementation of the policy, and the neighbourhood team are primarily responsible for delivering the policy with the support from property and maintenance and health and safety teams. All Moat

staff are responsible for identifying and resolving issues identified within our neighbourhoods whilst carrying out their day-to-day responsibilities.

6. Shared Responsibilities

Effective neighbourhood management is built on the success of shared responsibilities between customers and landlords.

Our responsibilities as landlord include :

- Delivering quality services to keep communal and external areas clean and safe and in a good state of repair.
- Carry out regular and scheduled estate inspections to inspect and maintain a regular and visible presence on our estates
- Carry out weekly health and safety inspections in our retirement living communal areas. Including fire alarm points, fire doors and flushing of low usage of water points.
- Ensure areas within our ownership are maintained to an agreed standard within the specific contract.
- Work in partnership with key stakeholders and agencies to ensure our estates are free from environmental crime and anti-social behaviour.
- Appoint a cleaning contractor to provide cleaning services to the communal areas we are responsible for.
- Appoint a grounds contractor to provide grounds maintenance services to communal grounds within our ownership.
- Carry out regular Cleaning and Grounds inspections to ensure quality and compliant services are being delivered.
- Remove bulk items of rubbish promptly using our contractors and Neighbourhood response team to provide a value for money solution.
- remove offensive graffiti within 24 hours.
- Carry out fire risk assessments in our blocks of flats to identify and address fire risks.
- Carry out emergency light testing, in addition to our contractors' regular services, each month on those blocks designated as a priority one.
- Carry out a programme of maintenance and checks of shared facilities such as lifts, water tanks, play areas to ensure they are safe and fit for purpose.
- Provide customers a wide range of opportunities to influence and be involved in how neighbourhood services are delivered and how performance is monitored and how satisfaction is assessed.
- Work closely with customer to develop assisted gardening schemes, community facilities, activities, and events to support the community.

Customer responsibilities include :

- Making sure their home, garden and driveway is maintained and in a good condition in line with their tenancy/lease agreement
- Report repairs promptly for which Moat is responsible
- Keep all communal areas clean, safe, and free from obstruction.
- Make sure pets are kept under control and do not defecate in communal areas and are not used in a threatening manner.
- To not engage in anti-social behaviour, nuisance or annoyance to neighbours reporting any concerns to Moat

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- To dispose of all rubbish and unwanted items responsibly by placing in the correct bin and storage area. This includes disposal of large or bulky items by arranging collection or by taking it to the household waste facility.

Estate Inspections

Regular estate inspections are one of the main ways we ensure repairs and maintenance, health and safety and environmental nuisance are dealt with. They help us to assess the quality of estate services including cleaning and grounds maintenance and to ensure that managing agents fulfil their contractual obligations.

We will conduct estate inspections at regular intervals throughout the year, depending on the number of properties and blocks within an estate. The number of times an estate inspection is required is defined by the procedure which considers the number of floors, the number of homes, housing management issues and our consultant's fire risk assessment. Our estate inspection dates are published through the resident portal MyMoat, notice boards and available on request.

Estate inspections represent a single "point in time" assessment and as such, it is recognised that after an inspection is completed there may be issues that arise that we are not aware of. We encourage customers to report repairs and immediately on any issues that might compromise health and safety. In addition, our cleaning, and grounds contractors, as well as any Moat staff member will report any potential risk or environmental concern when noted.

We encourage our customers to play an active role in monitoring the quality of the service delivered. Customer representatives can work with us to manage our contractual relationship by attending meetings with our suppliers and can attend estate inspections to provide feedback on our services.

Cleaning and Grounds maintenance service

We appoint contractors to provide communal interior cleaning and communal grounds maintenance and will publish the frequency of our cleaning and ground service on MyMoat and Noticeboards.

The quality and cleanliness of our internal communal areas within our blocks affect the health and quality of life of our customers and as part of the two-way relationship, we both have a role to play in ensuring they remain clean and safe. Where we provide cleaning services, the cleaning requirements are specified within the contract. Operatives attend on a weekly basis unless locally specified for a different frequency. Internal communal areas receive a deep clean at least once a year, including bin stores.

Our grounds maintenance contractor maintains the communal external areas of estates such as communal grass areas, beds, borders, and hedges. Parking areas and roads and paths under our ownership or management are swept and weed sprayed. Operatives attend on a fortnightly basis.

As part of the Estate inspection, we complete a survey of the cleaning and grounds to measure the performance of our cleaning and ground maintenance contractors and managing agents. The performance mechanism enables us to manage the contract

with financial penalties in place for non-performance, ensuring our customers and us do not pay for poor service.

Refuse and Recycling and Bin Stores

We take a robust approach to environmental nuisance and will work in partnership with our customers and local authorities to ensure that our estates have appropriate facilities for disposing of rubbish and recycling. We will take action, wherever possible, against those found to be dumping rubbish or fly-tipping on our estates, including recharging and providing evidence to support prosecution.

Bin stores/areas, under our ownership, are swept and disinfected weekly and deep cleaned twice a year. Additional deep cleans can be carried out on an ad hoc basis.

Vehicles and Parking

We will work with customers and external agencies to reduce irresponsible parking, parking-related disputes, and abandoned vehicles. We may appoint a reputable company to operate a parking scheme or parking maintenance in our neighbourhoods to ensure the effective management/control of parking spaces, facilities, gates, or barriers. We will consult before the introduction of any parking service that will involve additional charges for customers however, there may be times we have to impose restrictions where health and safety concerns override the requirement to consult.

We will ensure that neighbourhoods are kept free from abandoned, untaxed vehicles and those vehicles that are not road worthy that may present a health and safety risk to those living and visiting our properties. Where we establish a vehicle that meets the criteria, we will follow the procedure to safely, and within the legal framework, remove the vehicle

Playground Equipment

Where Moat owns play equipment, we will ensure that it is safe to use, properly inspected and fit for purpose. We will carry out regular inspections and risk-assess the play areas and equipment we own, according to the relevant legislation. We will ensure that all play area equipment is maintained in the appropriate condition using a combination of planned preventive maintenance and responsive repairs.

All maintenance and repairs of any of our play areas and equipment are undertaken by our playground contractor.

Tree Management.

We operate a risk-based approach to tree management on communal land. We will hold a register of trees located in communal areas under our ground's maintenance contract. Those trees not within the contract will be dealt with reactively. We will employ arboriculture contractors to guide this process, including formal inspection to dictate the priority of actions and frequency of inspections.

Where we identify that a tree is dead, diseased, or dangerous, we carry out work to ensure that it poses no risk to the general public or property. We aim to maintain a healthy tree population so will not carry out work for aesthetic or light restriction purposes only.

Where the maintenance or removal of trees is protected by tree preservation orders our contractors will apply for the relevant written consents from the local authority.

On occasion, we may have to remove an established tree, but we will not do this unnecessarily. We will try to replace the tree, so our tree management approach is sustainable.

It is the responsibility of customers to maintain their gardens, including any trees located within a garden. We may inspect and undertake works within a customers' gardens where they pose a possible health and safety risk or may cause damage to property.

Estate improvements

Estate improvements are planned works to the communal areas of estates intended to enhance the local environment. Before setting budgets on significant estate improvements, we will use insight from our customers to identify areas of concern and will engage and involve customers to consider their priorities.

Where any proposed improvements would result in an additional service charge, of more than £250 in that service charge period, we will consult with customers before any works are carried out.

Sustainability

Moat prides itself on its environmental sustainability and performance. Our overarching Sustainability Strategy incorporates approaches to improve the energy efficiency of our estates and communal areas. . We are exploring additional ways to protect the local environment and ecology. Ensuring our estates are more biodiverse is a key aim and the creation of further green spaces will help us to achieve this.

Other Agencies Responsibilities.

Where issues are identified or reported that are not our responsibility, we will advise customers to report the issue directly to the relevant organisation, for example, the local authority, highway's agency, or the police.

7. Training

Line managers must ensure employees are aware of this policy and ensure regular training on aspects critical to their role

8. Impact Assessments

Equality: This policy actively promotes consultation and engagement with residents, stakeholders and across the organisation. This policy does not exclude any protected characteristic groups, an EIA has been completed.

Data Protection Impact A Data Protection Impacts Assessment has not been completed for this policy as it does not involve or relate to personal or sensitive information processing activities

9. Review

Three years. This document will be reviewed more frequently if changes in legislation, regulation or the service requires it.

10. References

The key legislation relevant to the neighbourhood environment is:

- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Building Safety Bill 2021

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- 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

The relevant guidance

- The Social Housing Regulator Standards for Registered Providers. Neighbourhood and Community standard 2012
- Health and Safety at Work etc Act 1974

The Policy and Procedures relevant to this policy:

- Anti-Social Behaviour
- Estate Inspection
- Estate Services Contract Manual
- HS-PP-00 Health and Safety Management Policy
- Fire Safety Management Policy
- Legionella Management procedure (HS-PP-34)
- Lifts Procedure (HS-PP-36)
- Recharge Policy.
- Repairs and Maintenance Policy
- Mobility Scooter
- European Standard for Playground Safety, EN1176

Internal research

- Customer focus groups June and July 2021
- Customer satisfaction survey (Q1 2021- 2022)
- Real Time Customer Feedback surveys

11. Appendices

Appendix 1 – Equality Impact Assessment