

**Previous Review:** January 2009

**Date:** July 2011

**Review Date:** July 2014

## **NEIGHBOURHOOD MANAGEMENT POLICY**

### **1.0 Policy Statement**

South Lakes Housing aims to help build cohesive and sustainable communities and to ensure that our estates and their environment are effectively managed with high standards of maintenance, cleanliness, safety and security.

South Lakes Housing is committed to creating a peaceful environment in which tenants and communities can live in harmony.

### **2.0 Key Strategic Links**

Cumbria Housing Strategy

South Lakeland Sustainable Community Strategy

### **3.0 Key Policy Links**

This overarching policy works in conjunction with a range of related policies as follows:

- Anti-Social Behaviour Policy
- Racial Harassment Policy
- Hate Crime Policy
- Domestic Violence Policy
- Empty Property Management Policy
- Pets Policy
- Vulnerable and Special Needs Policy
- Leasehold Management Policy
- Succession / Assignment Policy
- Conditions of Tenancy

### **4.0 Key Policy Standards**

4.1 Our aim is to provide a housing service that is:

- sensitive
- accountable
- fair
- efficient
- responsive and flexible

4.2 South Lakes Housing will proactively manage neighbourhood issues. These will include management of tenancies, anti-social behaviour and neighbourhood nuisance, harassment, car parking issues and grounds maintenance contracts, cleaning and environmental contracts.

- 4.3 South Lakes Housing is committed to developing services together with residents to build and maintain environments which are safe and enhance the quality of life. The need to promote sustainable tenancies and improve the demand on estates for South Lakes Housing's stock is recognised.
- 4.4 South Lakes Housing has a commitment to a multi-agency framework involving all stakeholders and partners. South Lakes Housing is committed to developing effective communication strategies engaging all appropriate voluntary, private and public agencies.
- 4.5 South Lakes Housing is an active member of the South Lakeland Community Safety Partnership which includes the following other members:
- South Lakeland District Council
  - Cumbria Police
  - Cumbria Youth Offenders Service
  - Age UK South Lakeland
  - Cumbria Probation Trust
  - Cumbria Public Health Network
  - Cumbria County Council
  - Cumbria Neighbourhood Watch Association
  - Connexions Cumbria
  - Cumbria Drug and Alcohol Action Team
  - Cumbria Fire and Rescue Service
  - Victim Support
  - NHS Cumbria
- 4.6 Broader regeneration initiatives will be developed, reviewed and evaluated including:-
- An ongoing commitment to developing Community Agreements which provide framework for local estate action planning, outlining standards and measuring outcomes through joint working with residents and other agencies
  - A commitment to enforcement of tenancy conditions using both preventative measures and on-going monitoring. Where necessary legal action will be used to maintain security and quiet enjoyment on estates but we shall attempt to resolve all disputes before recourse to legal action.
- 4.7 Staff will be equipped with the skills and knowledge required to effectively address and monitor estate management issues using best practice and drawing on specialist training and development.
- 4.8 South Lakes Housing will provide a consistent service to its customers. Customers can expect to receive a copy of the tenancy agreement and the tenancy handbook explaining the services offered. South Lakes Housing will ensure local priorities on estate management are reflected and published for new tenants and when requested.
- 4.9 When South Lakes Housing receives complaints, the complainant will be advised of the service they can expect. Firm and prompt action will be taken in dealing with disruptive tenants and or other persons causing a nuisance on estates or in individual households.
- 4.10 South Lakes Housing will carry out annual 'estate walkabout' inspections with tenant representatives on all its estates and in sheltered housing schemes to ensure service improvement and programmes are reviewed. Neighbourhoods and communal areas will also be inspected regularly by a maintenance surveyor to ensure hazards are identified and dealt with.

- 4.11 South Lakes Housing will ensure that the implementation of neighbourhood management is fair, equitable and consistent in its application and does not discriminate against minority groups.
- 4.12 Appropriate schemes to improve estates will be identified through proper consultation and budgeted for accordingly. These will take into account environmental improvements, security improvements, grounds maintenance and cyclical repair works.

**5.0 Key Targets and Performance Indicators**

- Numbers and type of complaints and length of time taken to investigate
- Estate improvement programmes – achievement of specific targets
- Sheltered Housing Action Plans
- Estate Walkabout Action Plans

**6.0 Equality and Diversity**

South Lakes Housing recognises that there is a broad range of visible and non-visible differences that characterise our tenants. Some of these qualities include race, religion, culture, nationality, ethnic background, colour, disability, sex, sexual orientation, age, literacy and income level. By understanding and respecting this diversity it is able to set a policy which ensures that all tenants are able to access services provided by South Lakes Housing in an equitable manner.

South Lakes Housing is committed to providing information and services equally and without discrimination so that they meet the needs of all sections of the community. These include our tenants, leaseholders and those living nearby or seeking access to or information on housing services in the South Lakeland area. In carrying out all housing management policies, South Lakes Housing’s Equality Policy will be adhered to.

**7.0 Review**

The policy will be reviewed at least once every three years to ensure that it is meeting the current needs of the community and to ensure that it takes into consideration any changes to legislation at any given time.

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