

Good Neighbourhood Management Policy

Title:	Good Neighbourhood Management Policy
Person responsible:	Head of Neighbourhoods
Customer consultation arrangement:	Tenants Committee and Involved Customers
EIA required:	Yes
EIA completed (date):	January 2024
Approved by:	Senior Management Team
Business Strategy Objective	Growing, Transforming
Approval date:	February 2024
Links to other key policies:	Customer Experience Strategy Anti-Social Behaviour Policy Domestic Abuse Policy Resident Engagement Strategy Cumbria Choice Based Lettings Policy Safeguarding Children and Vulnerable Adults at Risk Policy Asset Management Strategy Neighbourhood Plans
Review date:	February 2027

Document management		
Version	Date amended	Amendments
1		New Policy

1. Purpose and Scope

1.1 South Lakes Housing (SLH) is a registered provider (housing association) and was formed in 2012. We own and manage approx. 3500 homes across a wide geography mainly in South Lakeland and Lancashire. SLH is committed to providing excellent services, creating safe and sustainable communities and promoting pride in its neighbourhoods.

1.2 SLH will co-operate with relevant partners such as the Local Authority, Police and other relevant agencies to promote social, environmental and economic wellbeing in the areas where we provide social housing. Our approach will take into account our strategic objectives, views of our customers and our presence within the area.

1.3 SLH recognises that Good Neighbourhood Management is an integral part of its role as a landlord and that well managed neighbourhoods provide a better quality of life for residents and can act as a deterrent to anti-social behaviour, neighbour nuisance and crime.

1.4 This policy sets out the ways in which SLH will deliver this service by working with tenants, residents, stakeholders, and partner agencies and aims to:

- Develop a pro-active approach to the management of our properties and neighbourhoods
- Manage the environment with partner agencies and residents to create sustainable neighbourhoods
- Ensure that all customers are aware of their respective responsibilities
- Ensure action is taken irrespective of tenure where issues are identified and affect our customers or our management functions.

2.0 Regulatory and Legislative Requirements

2.1 This policy complies with the Regulator of Social Housing's Standards, particularly the Neighbourhood and Community Standard and the best practice suggested by the Housing Ombudsman Service.

2.2 Other relevant legislation and reference points include, but are not limited to:

- Housing Acts 1985 and 1996
- Anti-social Behaviour, Crime and Policing Act 2014
- Crime and Disorder Act 1998, as amended 2002
- Equality Act 2010
- RSH Consumer Standards – Neighbourhood and Community Standard
- Housing Ombudsman Service – Spotlight on Noise Complaints 2022
- Government Anti-Social Behaviour Action Plan 2023
- SLH Neighbourhood Plans

3.0 Definitions

Customers – includes tenants, leaseholders, shared owners and wider residents where applicable.

Neighbourhood - relates to defined estates, groups of homes with shared external or internal areas and areas where SLH is a significant stakeholder.

4.0 Our Approach

4.1 SLH seeks to create safe, sustainable neighbourhoods whereby people from all different backgrounds and groups can live side by side within a culture of co-operation and respect.

4.2 Neighbourhood Plans

SLH have developed Neighbourhood Plans, in consultation with our customers which take into consideration the needs of a neighbourhood and sets out how South Lakes Housing (SLH) will work collaboratively with local people, communities and local partners to make positive change. The plans aim to make the best use of community assets, support and resources within the neighbourhood and coordinate partnership approaches to tackle challenges and provide support where it is most needed.

4.3 Good Neighbours

At SLH we are big supporters of people helping each other and being good neighbours. We want to help our customers to create involved and active places to live that reach out to everyone who lives in the neighbourhood. We expect our customers to act reasonably and be considerate of the different values and lifestyles reflected in our neighbourhoods and where the anti-social behaviour is a criminal offence, we encourage those affected by it to report the matter to the police.

Our customers can contribute to their neighbourhood by:

- Introducing yourself to your neighbours to help create positive relationships with your neighbours and community.
- Warning your neighbours if you are going to do something particularly noisy such as DIY or a birthday party.
- If a neighbour complains to you about making noise, please listen to their concerns and see if you can find a solution.
- Be observant around your neighbourhood and let us know when things don't look great or are unsafe.
- Let us know if you think a property has been abandoned as soon as possible so that we can act to re-let the property and avoid possible damage.
- Report repair issues quickly and keep an eye on any recurrent problems you notice in your home, or those of others in your community, and let us know.
- Get in touch if you experience anti-social behaviour or, if you feel you are seeing a rise in crime in the area, so we can assist and give practical advice.
- Tell us if you believe properties are being used for illegal purposes.
- Take pride in your community and regularly maintain your garden and keep your communal areas free of items

4.4 Pro-active Neighbourhood Management

We will carry out the following to proactively manage our properties, communal areas and neighbourhoods:

- Engage with people and organisations to strengthen local pride and resilience
- On signing up new customers for tenancies, we will clearly outline their rights and responsibilities as detailed in the tenancy agreement and encourage customers to develop positive relationships and adopt good neighbour principles
- Estate Walkabouts – to provide our customers the chance to work alongside SLH and other key stakeholders to highlight issues in their local areas. This includes but is not limited to external communal areas, including landscaped

areas, refuse collection areas, garage sites and parking, and customers front gardens

- Communal area inspections – covering building safety, cleaning and window cleaning (where equipment and services are provided)
- Tenancy Visits
- Removal of fly-tipping, graffiti and abandoned vehicles, working to identify those responsible and take enforcement action
- Take a victim centred approach to any report of noise nuisance or anti-social behaviour

4.5 Reporting

Customer can report any issues within their neighbourhood via their My Account app, via the website, by email, by telephone or in person to an SLH colleague in the community. Should residents wish to remain anonymous this is of course their choice and should be made clear when reporting. We will still investigate issues if we are able to, based on the information available.

We will respond to any reports of issues and categorise them into either:

- Tenancy or Neighbourhood Management issues, such as a one-off noise report, untidy gardens, graffiti which will be dealt with under the Good Neighbourhood Management Policy
- Anti-social behaviour (ASB), such as threats of violence, harassment, illegal drug use, repeated abusive language or behaviour
- Repairs, such as a communal door not closing properly or trip hazards

If tenancy or neighbourhood management issues persist despite SLH offering support and advice they may be re-categorised as Anti-social behaviour and dealt with in accordance with the ASB Policy.

If we open an ASB case we will agree an action plan with the complainant, how we will keep them informed of progress and complete a risk assessment as appropriate.

Where it is believed any child or vulnerable adult is at risk SLH will follow the Safeguarding Children and Vulnerable Adults at Risk Policy, taking necessary action.

4.6 Options

SLH will consider all the options available when exploring Good Neighbourhood Management issues and will use a range of informal and formal tools, some of which will need to be delivered in partnership with other agencies, including:

- Engage, listen and work with customers to address issues in their area
- Preventative actions such as information and community events, diversionary work for young people or changes to the environment
- Early interventions/referrals for support

- Work with relevant partners such as the Local Authority, Police and other relevant agencies
- Mediation

5.0 Equality, Diversity and Inclusion

SLH is committed to equality, diversity and inclusion and we will endeavour to provide a service that seeks to meet the needs of a particular individual or household and ensure no one is disadvantaged in accessing our services. We recognise that some of our customers may have permanent or transitory vulnerabilities and where customers require additional support, we will endeavour to make reasonable adjustments. We will also take vulnerability into account when carrying out case risk assessments.

6.0 Monitoring & Review

This policy will be reviewed every three years, or where there have been significant changes to regulation, legislation, operations or best practice to warrant a further policy review.

If you have any questions about this policy, please contact SLH via email, customerservices@southlakeshousing.co.uk