



Neighbourhood Management Policy

16.06.2025

Next review due: September 2027

*This document is available in alternative format, for example easy read, on request.*

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## **1. Introduction**

- 1.1. At Funding Affordable Homes Housing Association (**FAHHA**), our aim is to provide homes and housing related services in a way that makes our customers' lives easier and supports them and our wider communities to thrive. We recognise that have an effective approach to neighbourhood management plays a key role in this.
- 1.2. Neighbourhood management refers to the effective management of the environment around our properties and any common areas, to ensure they are well maintained and a safe and secure place to live.
- 1.3. We also recognise that our role is not just to provide accessible housing services, but to work collaboratively with local people and organisations to enhance their neighbourhoods. A core component of this is helping local residents tackle health and wellbeing, financial and employment issues.
- 1.4. We work with various Councils and other stakeholders to provide joined-up services that encourage thriving communities.

## **2. Scope**

- 2.1. This Policy applies to residents living in FAHHA's Social, Affordable Rented, Shared Ownership and Leasehold properties.
- 2.2. Anti-Social Behaviour and Domestic Abuse are out of the scope of this policy. Please refer to the specific policies and procedures for those areas.
- 2.3. For the purposes of this policy, all references to FAHHA will also be deemed to be references to our managing agents. We will have monitoring processes in place to ensure compliance with the aims and objectives of this policy.

## **3. Key Principles**

- 3.1. We have set out the key principles which will inform our Neighbourhood Management approach as follows. We will:
  - Work closely with partner agencies and stakeholders to support our customers and local communities;
  - Be transparent about our performance;
  - Consider value for money in delivering our service;
  - Understand and respond to the diverse needs of our residents and treat all residents with fairness and respect;
  - Listen to resident feedback and offer support for those who need it; and
  - Promote environmental sustainability in the delivery of services and when looking at changes and improvement plans, including deciding whom we work with.

## **4. Policy Actions**

- 4.1. We will deliver ground maintenance services to a high standard. This includes keeping communal areas clean and tidy, grass cutting, hedge pruning and maintaining planted areas and hard landscaping (where applicable).
- 4.2. We will carry out regular inspections of our blocks and estates to ensure that they are being maintained to an acceptable standard and to identify and rectify issues.
- 4.3. We will work closely with local councils and other local stakeholders to deliver joined up services and crime prevention initiatives.
- 4.4. We will encourage responsible parking on our estates and work with local councils in arranging enforcement action for any parking in the wrong place or inconsiderate or dangerous parking.
- 4.5. We will enforce the removal of inappropriate items on balconies and communal areas in the interest of health and safety.
- 4.6. We will regularly engage with customers and capture their views to ensure that this is reflected in the services we offer and in any environmental improvements.
- 4.7. We will provide information on responsibilities for cleaning through notices in communal areas, setting out the specification for the estate and frequency of attendance.
- 4.8. We will provide appropriate training to colleagues to deliver effective neighbourhood management services.
- 4.9. We will facilitate and support stakeholder and community engagement events to promote community safety, public health and tackling anti-social behaviour.

## **5. Outcomes and Measuring**

5.1. We aim to ensure the following outcomes on our estates:

- Have safe and well-maintained neighbourhoods, where residents feel that we make a positive contribution;
- Demonstrably respond to customer feedback and show how we have used our understanding of our neighbourhoods to continually improve our service;
- Have resilient communities, where we have worked with local partners to resolve issues at the root cause; and
- Deliver consistently good services that are proactive and reduce customers' need to complain.

5.2. We will measure our success using the following key performance indicators.

- 85% overall satisfaction with your estate;
- 90% agreement landlord treats tenants fairly and with respect;
- 90% satisfaction that landlord keeps communal areas clean & well-maintained; and
- 80% satisfaction that landlord makes positive contribution to the neighbourhood.

## 6. Reviewing and Monitoring

- 6.1 We will review this policy every 3 years to ensure it remains effective unless legislation, business or sector developments require an earlier review.
- 6.2 We will carry out regular monitoring meetings with the relevant managing agent providing housing management services on our behalf, at which point we will discuss any key issues and solutions to ensure that the aspirations of this policy continue to be upheld.

## 7. Legislation

- The Housing Act 1985
- The Housing Act 2004
- Data Protection Act 2018
- Equality Act 2010
- Anti-social Behaviour, Crime and Policy Act, 2014
- Clean Neighbourhoods and Environment Act 2005
- Law of Torts (interference with goods) Act 2005
- Landlord and Tenant Act 1985
- The Social Housing (Regulation) Act 2023
- Regulator of Social Housing Neighbourhood and Community Standard and Transparency, Influence and Accountability Standard

## 8. Linked Policies

- Domestic Abuse
- Safeguarding Adults and Children
- Tenancy Management
- Equality and Diversity
- Complaints
- Resident Engagement [*to be drafted*]

<b>Date of Board approval</b>	<b>Date of Review</b>
01.05.24	16.06.2025 – minor amendments previously approved by way of G&CC Chair’s action ratified by G&CC

