

Neighbourhood Policy

VERSION [1.2]

Version Control

Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.

Version Number	Sections Amended	Date of update	Approved by
1.0	First version combining legacy Radian Estate Services Policy with legacy YHG Community Management policy	December 2020	SLT
1.1	Re-write following customers consultation and introduction of 'Our Estates' document	August 2023	Perco
1.2	Category 3 - Housing management issues and environmental nuisance reports.	23 June 2025	Exec Board

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1. Introduction

- 1.1. We recognise that the quality of our customers lives is linked to the quality of the environment they live in, and we want to create neighbourhoods people are proud of.
- 1.2. We will do this by applying and maintaining a clear **Neighbourhood Standard** detailing standards of management and maintenance of communal spaces and investing in our communities to celebrate diversity, strengthen and promote community cohesion and social wellbeing. The neighbourhood standard will focus on two key principles:
 - **Thriving communities** - how it feels to live on our estates, and promoting inclusivity, positive neighbourhood relationships and a feeling of safety.
 - **Exemplary Estates** - the physical appearance of the neighbourhood, and the services we will deliver to maintain our communal spaces. This is detailed in the document called '**Your Estate Standards**' which can be found on the Arc, our website and the customer portal.

2. This Policy applies to...

- 2.1. This policy applies to all Abri colleagues with responsibility for delivering services to our communities

3. Policy

- 3.1. Our goal is to create thriving communities where customers feel safe, included, supported, and can access opportunities for individual growth and success.
- 3.2. We will work in partnership with our customers and key stakeholders to ensure neighbourhoods are sustainable and we will encourage other agencies to play their part.
- 3.3. We will support positive neighbour relationships through early intervention and the use of tools like mediation, exploring options to reduce noise transference by applying our **Noise Procedure**, and by promoting a 'Good Neighbourhood Charter'
- 3.4. We recognise the impact that 'Anti-Social Behaviour' (ASB) and harassment has on individuals and communities, and we are committed to prevent, investigate, manage and tackle ASB and harassment. This is set out in our **Anti-social Behaviour and Harassment Policy and Procedure**.
- 3.5. We will take a zero tolerance to hate crime and domestic abuse with a focus on support for victims. This is set out in our **Hate Crime Policy and our Domestic Abuse Policy and Procedure**.

- 3.6. Where we believe a customer's behaviour is having a negative impact on the neighbourhood we will investigate and take appropriate action in line with the tenancy agreement.
- 3.7. We will encourage community involvement by arranging community events and working with agencies to provide community activities and services for residents to socialise and develop skills.
- 3.8. We will promote our employment services at community events and during individual customer visits.
- 3.9. We will celebrate diversity and encourage tolerance and understanding of different lifestyles and cultures by promoting community cohesion.
- 3.10. Our Community Cohesion Action Plan focusses on 3 core themes:
 - 1 Promoting common ground
 - 2 Supporting customers to feel safe in their homes and communities
 - 3 Improving our understanding of cohesion
- 3.11. We have clear estate standards which focus on the physical aspects of the environment and how it appears. The primary focus is to make sure our shared spaces are clean, safe and that our individual properties and gardens are maintained to a satisfactory standard.
- 3.12. Our estate services are delivered predominantly by our own Estate Services Team and occasionally by external contractors.
- 3.13. We will carry out a proactive monthly estate inspection programme which will include all communal areas e.g., green spaces and parking areas and all internal and external areas of block of flats owed by Abri.
- 3.14. Our Supported Housing Team carry out weekly inspections of our Independent Living Schemes; in our Partnership Living Schemes the support providers undertake regular housekeeping checks and report any concerns, and the Partnership Living team do annual visits.
- 3.15. We will contact our customers and take appropriate action when conditions within individual properties fall below Abri standards e.g. overgrown gardens or when customers are not treating their neighbourhood with respect e.g. fly tipping.
- 3.16. When contacting our customers to talk through individual issues, we will refer to the information we hold to understand a customer's vulnerabilities' and protected characteristics and we will make reasonable adjustments and offer support accordingly.
- 3.17. We will regularly invite our customers to join us on our estate walkabouts in areas where we have a concentration of properties and at our Independent Living Schemes.

- 3.18. We will communicate key actions we have taken following our estate/scheme inspections with our customers.
- 3.19. This policy applies to all neighbourhoods where Abri owns and manages homes, and it applies to all tenures with some variations in our Partnership Living schemes that are managed through an agreement with the service provider.
- 3.20. The appropriate Team Managers will carry out case and estate audits to ensure expected standards are being met and we will monitor completions of key performance indicators.

4. Legal and Regulatory Framework

- The Consumer Standards 2024 - please see Appendix A for the relevant standard
- Housing Ombudsman 'Spotlight on Noise' Report
- Housing Act 1985, 1988, 1996, 2004
- Children Act 1989
- Equality Act 2010
- Anti-social Behaviour Act 2003
- Crime and Disorder Act 1998
- Police and Justice Act 2006
- Data Protection Act 1998
- Race Relations Act 2000
- Protection from Harassment Act 1997
- The Human Rights Act 1998
- Anti-social Behaviour, Crime and Policing Act 2014
- Counter-terrorism and Security Act 2015
- Anti-Social Behaviour, Crime and Policing Act 2014: Anti-Social Behaviour Powers: Statutory Guidance for Frontline Professionals
- Social Housing (Regulation) Act 2023

5. Related Policies

- Tenure Policy
- Tenancy Management Policy
- Anti-Social Behaviour and Harassment policy
- Hate Crime Policy
- Domestic Abuse Policy
- Pet policy
- Allocations and Lettings Policy
- Permissions Policy
- Tenancy Fraud Policy
- Fire Safety Policy
- Chargeable Works Policy
- Leasehold Management Policy

6. Related Procedures and Documents¹

- Your Estate Standards
- Good Neighbourhood Charter
- Community Cohesion Action Plan
- Neighbourhood Procedure
- Noise Transference Procedure
- Items in Communal Areas procedure
- Nuisance Vehicles Procedure
- Anti-social behaviour and harassment procedure
- Domestic Abuse Procedure
- Tenancy permissions procedure
- Property Permissions Procedure
- Pet Permissions Procedure
- Pet Nuisance Procedure
- Tenancy Fraud Procedure
- Abandonment Procedure
- Managing Fire Risk Assessment Recommended actions procedure
- Mobility vehicles in general needs housing procedure
- Mobility Vehicle Storage Extra Care, Independent Living and Partnership Living Procedure)
- Partnership Living and Monitoring Procedure
- Setting up a Partner or Agent and a New Partnership Living Scheme Procedure

7. Appendices

Appendix A - Relevant sections of the Consumer Standards 2024

Appendix A - Consumer Standards 2024

Neighbourhood and Community Standard 1 April 2024

Safety of shared spaces - registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared space.

Local cooperation - registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

Anti-social behaviour and hate incident - registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour(ASB) and hate incidents in the neighbourhoods where they provide social housing.

Transparency, Influence and Accountability Standard 1 April 2024

Engagement with tenants - registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

Tenant Satisfaction Measures (TSM's) - as part of this standard the Regulator set out information that a landlord with over 1,000 units must collect and submit from tenant surveys and management information. The TSM's relevant to this policy are:

- TP10 - proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.
- TP11 - proportion of respondents who report they are satisfied that their landlord makes a positive contribution to the neighbourhood.
- TP12 - proportion of respondents who report that they are satisfied with their landlords approach to handling anti-social behaviour.