



Policy: Neighbourhood Management
Approved by: Leadership Group

Date XX July 2024
Approved:

Frequency of review: Every 3 years

POLICY STATEMENT:

Broadland is committed to ensuring that our neighbourhoods and communal areas are clean, safe and secure and well managed.

We recognise that there is link between a residents neighbourhood and their overall quality of life and providing good neighbourhood management can act as a deterrent against anti-social behaviour and crime.

Many of the services we provide are service chargeable and we will seek a contribution from residents in the neighbourhood to pay for the costs.

This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations, and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within Broadland unless stated otherwise.

SCOPE:

This policy applies to all Broadland residents and prospective residents who live or are moving into a neighbourhood where there are communal areas.

This policy is designed to compliment our Tenancy Agreement, recognising that some policies and services may have changed and been updated since the tenancy agreement was signed. Our approach is to update policies instead of varying individual tenancy agreements.

This policy has been written in accordance with the Housing Ombudsman's Service, Complaint Handling Code, Regulator of Social Housing's Neighbourhood & Community Standard and Transparency, Influence and Accountability Standard.

Where another policy is referred to in the procedures, the relevant policy will have its own procedures which need to be followed.

KEY STAFF RESPONSIBILITIES:

Senior Managers are role models for promoting policies to their teams and improving services through resident and staff feedback.

Local Delivery Managers are responsible for ensuring that policies and procedures are followed in their teams and highlighting any challenges in implementing this policy.

Neighbourhood Officers are responsible for estate management and are the main point of contact for residents about this policy

Service Charge Officer is responsible for responding to queries relating to any service charges.

Cleaning and Estates Services Co-ordinators are responsible for ensuring we meet the standards we have published and the first point for any queries about these services.

Health & Safety Team are responsible for carrying out our regular inspections of communal areas and fire systems.

Staff are responsible for ensuring they are fully aware and adhere to the terms set out in the policy.

DEFINITIONS:

ASB – Anti Social Behaviour

Broadland – Broadland Housing Association

CCTV – Includes cameras fitted to doorbells and other recording equipment.

Communal Areas - Communal means areas shared with other residents, such as corridors or stairs.

EqlA – Equality Impact Assessment

Neighbourhoods – describes defined estates, groups of homes with shared external or internal areas, or ad hoc pockets of land that Broadland owns.

Service Charges - A service charge is payable to your landlord towards the cost of providing and maintaining services where you live and are in addition to your rent.

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation

Landlord & Tenant Act 1985
Housing Act 1988
RSH Consumer Standards
Housing Ombudsman Complaint Handling Code & Spotlight Reports
Social Housing White Paper 2020
Equality Act 2010
Tenant Satisfaction Measures

Documents

Tenancy Agreement
Allocations Policy & Procedures
ASB Policy & Procedures
Complaints Policy & Procedure
Unreasonable Complaints Policy & Procedure
Income Policy & Procedures
Aids & Adaptations Policy & Procedures

Policy Name: Neighbourhood Management Policy
Latest Revision: July 2024

Revised by: N/A
Verified by: Leadership Group

<p>General Data Protection Regulation (GDPR) Data Protection Act 2018 (DPA18)</p>	<p>Self Neglect & Hoarding Policy & Procedures Repairs Policy Customer Charter Equality Impact Assessment Service Charge Policy Health & Safety Policy Resident Involvement Policy Recharge Policy Alterations Policy Data Protection Policy</p>
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EQUALITY IMPACT ASSESSMENT:

This policy has had a full Equality Impact Assessment.

DATA PROTECTION

Privacy Impact Assessment should be completed for all new policies or policy revisions which include any use of personal data (this will be the majority).

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on [date] and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland’s use, security, sharing and retention of personal data.

- IMPORTANT PRINCIPLES:**
- Service Charges will be clearly explained to prospective residents during the allocation process.
 - Residents have a responsibility to report any concerns they have about their Neighbourhood to us.
 - We will consult residents when possible if we are proposing to make changes to their neighbourhood.
 - We will work in partnership with other organisations where we have a shared responsibility for a neighbourhood.
 - We will publish service standards on our website and in communal areas where its possible to do so.
 - Residents can request a Neighbourhood Walkabout by contacting their Neighbourhood Officer.
 - We will provide examples of what will be dealt with under our ASB policy and what we consider to be Neighbourhood Management.

- All Broadland staff and contractors are expected to report any concerns in our neighbourhoods when carrying out their role.