



Neighbourhood Management Policy & Procedure – Frequently asked questions.

Why do you need a Neighbourhood Management Policy?

This policy is important for a lot of reasons, some of them are below:

- We want residents to know that keeping neighbourhoods clean and well maintained is a priority for us.
- We aim to clearly outline what we will do and ensure that the responsibilities of both Broadland and residents are clear.
- Policies and working practices change and some tenancy agreement terms may become outdated, publishing this information in one place keeps us ensure residents stay informed.
- It is good practice and helps us meet the expectation of the Housing Ombudsman and the Regulator.

There are certain areas within this policy that refer me to other policies, why have you done this?

The Neighbourhood Management Policy covers a lot of service areas and has been designed to provide an overview of all the services and areas relating to how we manage your neighbourhoods. Some of the areas such as Anti-Social Behaviour (ASB) and repairs require a lot more detail and have their own policies and procedures. Where we refer you to another policy, it's because there is a lot more information available than we could provide in the Neighbourhood Management Policy.

Where do I find the other policies, you have referred to in the Neighbourhood Management Policy?

We are updating our website to ensure policies that relate to residents, their homes and our services are on the website. If you do not have internet access, you can request a copy of any policy by using the contact methods below.

There is a lot of information in the Policy and Procedure, who do I contact at Broadland if I have a query or issue to report?

- By telephone (0303 303 0003) If your query cannot be dealt with, a customer enquiry will be raised and it will be allocated to the staff member who can help.
- In writing to Broadland Housing Association, NCFC, Carrow Road, Norwich, NR1 1HU.
- Via e- mail, via the website or using Tenants Online [Contact us - Broadland Housing Association \(broadlandgroup.org\)](http://broadlandgroup.org)
- Contact your Neighbourhood Officer who has overall responsibility for Estate Management. You can find out who your Neighbourhood Officer is by visiting [Local Delivery Teams & Neighbourhood Officers - Broadland Housing Association \(broadlandgroup.org\)](http://broadlandgroup.org)
- Residents in sheltered schemes should contact their Scheme Manager in the first instance.