



Procedure: Neighbourhood Management

Approved by: Leadership Group

**Date
Approved:** March 2026

**Frequency of
review:** Every 3 years

1. PURPOSE

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 procedure provides more information about the different services which contribute to our overall management of neighbourhoods.

2. 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.

3. DEFINITIONS

DEFINITIONS:
<p>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. EQIA – 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.</p>

4. RELATED DOCUMENTS

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)	
Legislation	Documents
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 General Data Protection Regulation (GDPR) Data Protection Act 2018 (DPA18)	Tenancy Agreement Allocations Policy & Procedures ASB Policy & Procedures Complaints Policy & Procedure Unreasonable Complaints Policy & Procedure Income Policy & Procedures Aids & Adaptations Policy & Procedures 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

Procedure Owner: Louise Archer

Revised by: Stephani Davis

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5. Abandoned Vehicles

All vehicles on communal or other land owned by Broadland must be taxed and in a road worthy condition or registered with the Driver and Vehicle Licensing Agency (DVLA) as off road through the Statutory Off-Road Notice (SORN). Broadland considers any vehicle which does not meet these requirements to be causing a nuisance, and as such action will be taken to remove in accordance with our procedures.

We understand sometimes that residents may need to take their vehicle off the road. Where a resident has parking with their home which is off the road and not communal, the above registration applies, if the vehicle is going to be SORN for more than 3 months, residents need to request permission from their Neighbourhood Officer. Residents are not allowed to have more than one SORN vehicle at their home.

6. Alterations

Residents usually require permission to make any alterations to where they live. Please refer to our Alterations Request form for the things that need permission and how to apply. This can be found on our website.

7. Anti Social Behaviour or Neighbourhood Management

Broadland recognises that ASB and neighbourhood management can have a detrimental effect that can seriously affect the lives of individuals and communities. It is also recognised that what is perceived as 'low level' anti-social behaviour, when targeted and persistent, can have a significant impact on a victim's life.

We are committed to treating all reports seriously and will take timely, effective, and consistent action to tackle all forms of ASB at the earliest opportunity. Upon the initial contact we will gather the information, include assessing the risk to complainants and taking a victim centred approach and then let the resident know if we are dealing with the matter under the ASB or Neighbourhood Management Policy. Please refer to our ASB policy for more information.

We recognise that not everything can be deemed to be ASB despite it being perceived as such. In these circumstances, after an initial assessment we may decide to follow this policy rather than following our ASB policy and we would encourage customers to resolve their disputes amicably by communicating with each other to reach a mutually agreed resolution. Appendix 1 provides some examples of what is not classed as ASB and where we may take a Neighbourhood Management approach.

Where a Neighbourhood Management approach is the way to proceed, we may suggest mediation between you and your neighbour or another non legal approach. Where there are a number of concerns being reported in a neighbourhood, we may arrange an engagement event or partnership response to try and resolve things.

8. Communal cleaning including window cleaning

Broadland will ensure that internal communal areas are cleaned on a frequency and standard based upon the requirements for each neighbourhood. Where there are communal or shared areas such as in housing with care or sheltered housing, we will ensure that they are kept to a reasonable standard.

Our cleaning standards have been created with input from residents and can be found on our website.

9. Communal areas

Residents who pass through an internal communal area to access their home or have use of an external communal area shall be responsible for ensuring that they, their pets, visitors, and household members abide by their Agreement conditions.

Residents must ensure that no items are left in the communal area and that no rubbish or litter is deposited. Residents and their visitors must also not interfere with or cause damage to any door entry system, security, or safety equipment. Residents must ensure that no damage or vandalism occurs to any features of communal areas.

Due to potential dangers of obstructing access or means of escape in the event of a fire, we will operate a zero-tolerance approach to items left in a communal area. If any high-risk items (e.g. mobility scooter, motorcycle, moped or any machinery having a petrol or diesel engine) are found, the resident who owns the items will be contacted and asked to remove the item immediately.

Broadland retains the right to remove items left or placed in communal areas, including but not limited to personal objects such as pot plants and ornaments on window ledges, bikes, and toys. All Broadland employees have a duty in the course of their day-to-day work to report promptly any items particularly those which are a health and safety risk. We will always give residents an opportunity to remove any items where we can identify ownership with a clear timescale for the item/s to be removed. If the item/s are not removed then we will remove and dispose of them.

Broadland undertakes regular inspections of communal areas, prioritising those with fire systems and by type of housing for example Housing with Care and Sheltered Housing will have more frequent inspections. All inspections are documented with actions reported promptly and prioritised by risk.

10. Communal Repairs including lighting

All our staff have a duty in the course of their day-to-day work when they are out and about in our neighbourhoods to note any communal repairs and issues, particularly those which pose a threat to health and safety and to report them promptly.

We are responsible for lampposts, security lighting and other external lighting in some neighbourhoods, while on others the local authority is responsible. We will maintain the lighting we are responsible for and will replace bulbs and fixtures as appropriate. We will report defective lighting on our estates to the relevant authority where we are not

responsible, and we will expect our residents, leaseholders, contractors, and partners to also report defective lamps when they notice them.

Please refer to our Repairs policy for the timescales in completing communal repairs.

11. CCTV

Residents are required to request permission to physically attach any CCTV or other recording equipment (including ring doorbells to your home as this is considered an alteration to the building. Residents can do this by completing the alterations request form which is available on our website.

Appendix 2 provides you with guidance that residents should consider before requesting permission to install any CCTV or other recording equipment. This guidance provides information about when Data Protection laws apply and what residents responsibilities are to comply with them.

Where we receive reports of nuisance, annoyance, or harassment as a result of a residents CCTV use, we will deal with this under our ASB policy and procedures and take the appropriate action. Broadland has the right to withdraw permission for you to have CCTV attached to the property.

Where Broadland installs CCTV in any of our Neighbourhoods, we are the Data Controller for the purposes of Data Protection, this means we are responsible for the management of the cameras and for complying with the law.

12. Damage to communal areas

We will treat any deliberate damage caused in our communal areas as criminal damage and report any instances to the Police. This includes any items within the communal areas but is not limited to fixtures and fittings and systems such as door entry or fire systems and fire doors. Residents are responsible for the behaviour of their visitors and tenancy enforcement action will be taken where there is evidence a resident or their visitors are responsible for the damage, this will include recharging for the cost of the damage.

13. Environmental Anti-Social Behaviour

Environmental ASB affects Broadland's ability to maintain and improve our neighbourhoods. We aim to minimise the incidents of environmental ASB and respond promptly when incidents are identified. Environmental ASB covers a variety of acts such as:

- Vandalism
- Graffiti
- Fly tipping
- Fly posting
- Littering

Broadland will investigate all instances of environmental ASB and work with partner agencies to identify the perpetrator and take the appropriate enforcement action in conjunction with Broadland's Anti-Social Behaviour and Hate Crime Policy.

Broadland will encourage residents who witness environmental ASB to report it to ourselves and any other relevant organisation such as the Police or Environmental Health. Broadland will undertake any appropriate task to rectify the result of environmental ASB, which is not the responsibility of a resident.

Residents are responsible for making good or paying for damage caused by deliberate acts of vandalism or any results caused by environmental ASB by themselves, any member of their household or visitors.

14. Garden Conditions

Communal or shared gardens are Broadland's responsibility to maintain. Please see grounds maintenance section.

Individual gardens are the residents responsibility to look after, this is part of their Tenancy Agreement. Untidy and overgrown gardens can negatively impact on neighbourhoods and can also be an indicator to poor property condition.

Once we identify a garden in poor condition, we will contact the resident and ask them to improve it and we will give a timescale for this to be done by. We will offer signposting to support where poor garden condition is due to a residents disability or support needs.

We will keep in touch with the resident about their progress, however if the situation is not resolved we may need to take further tenancy action.

15. Graffiti

Graffiti can have a negative impact on a neighbourhood, however we also recognise that in some city centre locations, graffiti can be seen as street art and sometimes act as a deterrent to unwanted graffiti and tagging.

Any resident identified in carrying out graffiti on Broadland property without permission will be dealt with under our Anti- Social Behaviour Policy and procedures

We will remove any offensive graffiti within 2 working days of being made aware of it. Where we are proposing to take part in graffiti art projects, we will consult with residents.

16. Grounds Maintenance

Broadland recognises that the green spaces and areas around our neighbourhood are an important part of making where our tenants live attractive. We will ensure that our communal grounds look clean and tidy.

Our service is impacted by many external factors such as weather and nesting seasons. We will complete regular grass cutting during the summer and appropriate pruning of hedges and shrubs. We will ensure areas are free of litter when we complete each visit. Our service standards can be found on our website.

Broadland will not maintain grass, shrubs, or hedges in adopted, private or individual gardens.

We are keen to make improvements to neighbourhoods which are positive for the environment, for example wildflower meadows and other initiatives which attract wildlife.

17. Parking & Vehicles

Many homes are in areas where demand for parking spaces is now greater than the supply. Our approach is to encourage responsible parking so that as many people can benefit from the spaces we have.

Broadland Housing will aim to provide residents with information as to where they can and cannot park, what type of vehicles are allowed to be parked and where (if any) visitors are allowed to park.

Residents should request permission to park any boat, caravan, commercial vehicle, or trailer where they live. We will not unreasonably refuse permission where residents have allocated parking such as a driveway at the side of their home or allocated parking at the front of their home. Reasonable reasons for refusal may include:

- Health & Safety issues
- A direct negative impact on neighbours such as blocking access or light to their home.
- It is not possible for the resident to park the caravan or other vehicle without overhanging the boundary of the property
- There is evidence of ASB from the caravan or its use which has been investigated under our ASB policy.

Caravans cannot be used as an extension of the home and residents will not be given permission for it to be used as such. Permission can be withdrawn and this is at Broadland's discretion, this would always be communicated in writing and a reasonable timescale given including details on how to appeal the decision.

All communal parking areas are maintained by Broadland. We may have permit schemes in place where we need to manage demand. Please see our Parking Management policy for more information.

Communal parking areas must not be used for the repairing or fixing of vehicles without prior permission from Broadland. No boats, caravans or trailers can be parked in communal parking areas. No untaxed or SORN vehicles can be parked in communal parking areas.

18. Partnership working

Broadland own homes in neighbourhoods where there is a mix of social housing and private owners.

We will work closely with Local Authorities and other landowners to ensure that identified issues are addressed quickly and appropriately by the party who is responsible for them.

This includes, but is not limited to:

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- The maintenance and improvement of footpaths and roads
- The maintenance of lighting
- The maintenance of open spaces
- Refuse collection and recycling arrangements.

We will closely with Norfolk and Suffolk Police Fire Service and Police and other local organisations to ensure that services delivered outside of Broadland's remit positively contribute to maintaining our neighbourhoods.

19. Pets and communal areas

Residents need our permission to keep most pets. A condition of the permission will be that the pet must be always kept on a lead in the internal and external communal areas. Residents are responsible for any damage caused to their home or shared areas by any animal kept in the home or visiting their property

Where permission is given to keep a pet in a property with a communal garden, residents must not exercise their dog unsupervised. Residents who use the communal areas to exercise their pets are responsible for clearing any fouling it might make. Where a resident does not clear up after their pet, it will be treated as a breach of their tenancy and permission can be revoked for the pet to be there. Please refer to our Pets Policy for more information.

20. Play Areas

Where we own play areas, we will ensure that they are safe to use, properly inspected on a regular basis and fit for purpose. Our play areas and equipment are designed and installed in compliance with statutory requirements, legislation and design standards and we will carry out or nominate an independent suitably qualified body to regularly inspect and risk-assess play areas and equipment that we own according to the relevant legislation

We will ensure that all play area equipment is maintained in the appropriate condition using a combination of planned preventive maintenance and responsive repairs.

21. Resident Involvement

We strive to involve residents in shaping and improving the neighbourhoods they live in recognising how important the environment is on a residents quality of life.

We have involved residents in our Cleaning and Grounds Maintenance service standards and we will consult with residents where we are making changes to their neighbourhood.

We receive regular feedback from residents about satisfaction with communal areas through the Tenant Perception Survey.

Where residents have concerns about the condition of their neighbourhood or the services we provide, we encourage residents to contact their Neighbourhood Officer and we will arrange to come and do a walkabout with you where you live.

22. Signage

We will ensure that signage on estates is clear, necessary, appropriate, and well maintained. We will ensure that health and safety and other mandatory signage is present where required.

We will avoid unnecessary signage and will remove outdated and obsolete signage. We will generally not put-up signage such as 'no ball games' as this is not enforceable and we support outdoor activities for young people.

23. Snow Gritting and Clearance

In winter months we are unable to prevent a build-up of leaves but will look to ensure that any build-up does not pose a slip hazard on pathways

We are generally unable to grit and clear snowfalls/ice from neighbourhoods as this would not be practical nor affordable. Residents are responsible for gritting or clearing snow on any sole or shared pavements to their homes. We will prioritise snow clearance and gritting of our housing with care and sheltered housing schemes above other estates and neighbourhoods, where it is possible and practical to do so.

We will consider requests to provide grit bins, however the bins and grit would be service chargeable and there would need to be consultation undertaken in advance of a decision being made.

24. Tree Management

We will actively manage our existing tree population, ensuring that sector best practice guidelines and legislation are always followed.

We will hold a register of all trees owned in communal areas and have a planned tree management programme in place. A risk management approach will inform the frequency of inspection and surveys.

Where we identify that a tree is dead, diseased, dangerous, or potentially damaging, we will carry out work to ensure that it poses no risk to the general public or homes. We aim to maintain a healthy tree population, so we will not carry out work for aesthetic or light restriction reasons only.

On occasions we may have to remove an established tree, but we will not do this unnecessarily. We will try to replace the tree, so our tree management approach is sustainable.

We may inspect and undertake works to trees in tenant's gardens where they pose a possible health and safety risk or are damaging the property. Generally, the maintenance of trees in residents' gardens is the responsibility of the tenant and this is normally specified in the tenancy agreement. We will recharge for work we have to carry out in line with our recharge policy.

25. Waste Management

Broadland are responsible for addressing litter and fly-tipping within the boundaries of the land that we own and will arrange clearance accordingly.

We will maintain communal bin stores and chutes. Residents will be notified at the start of their Agreement of arrangements for the removal and recycling of refuse and bulk items. Residents are expected to take all reasonable care to ensure that their household rubbish is properly stored and disposed of appropriately.

Refuse must be adequately bagged and stored until collection in bin stores or other designated areas. Residents are also responsible for making arrangements for the disposal of large items such as household furniture and must comply with the local arrangements for the collection of refuse.

Broadland will work in partnership with our Local Authority partners to encourage our residents to recycle their household waste. Where a resident is unable to manage their household waste, we will work with the Local Authority to provide the necessary support and assistance.

26. REVIEW

This procedure will be subject to ongoing review, reasons for a review may include but are not limited to:

- Feedback from residents and staff using the policy
- Learning from complaints
- Changes in Legislation
- Changes in associated policies or procedures

Any review would be subject to further resident consultation including the Tenant Assurance Panel.