



Solihull
Community Housing
Shaping our neighbourhoods

Neighbourhood Management Policy 2024

Neighbourhood Management Policy

Who's this for?	All Residents and Staff
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Policy Owner	Head of Housing
Other related documents	<p>Estate and Environment Standard</p> <p>Complaints Policy and Procedure</p> <p>Anti-Social Behaviour Policy, Procedure and Standard</p> <p>Building Safety Strategy</p> <p>Domestic Abuse Policy</p> <p>Leasehold Management Policy</p> <p>Mobility Scooter and E-Transport Policy</p> <p>Vulnerable Resident Policy</p>
Version Control	V1 – approved by residents August 2024

Policy statement

At Solihull Community Housing (SCH) 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 having an effective approach to neighbourhood management plays a key role in this.

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.

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. We work with Solihull Council and other stakeholders to provide joined-up services that encourage thriving communities.

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.

This policy relates to all Solihull Council owned housing properties that are managed by SCH and tenanted, including emergency and temporary accommodation, and any freehold buildings managed by SCH that are occupied by Shared Owners or Leaseholders.

This policy is designed to be read in conjunction with personal tenancy agreements and other related documents named in this document.

Key principles

- 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.
- Promote environmental sustainability in delivery of services and when looking at changes and improvement plans, as well as who we work with, in our neighbourhoods.

Objectives

- Provide a highly accessible housing management service, where it is easy to report any neighbourhood issues.
- Comply with all relevant legislative and regulatory requirements.
- Embed core housing management services ensuring minimal hand-offs of customers across teams and service areas.

- Ensure customers are aware of their responsibilities in relation to their property and the surrounding environment.
- Ensure customers are able to access key information about their neighbourhoods and our services with ease.
- Deliver services that maximise the use of digital technology and developing customer base.
- Use data and customer insight to take a proactive and preventative approach to neighbourhood management.
- Provide a service that delivers value for money and efficiency.
- Work with residents to understand their satisfaction with our neighbourhood management approach and identify areas for improvement.
- Reduce the amount of carbon emitted in delivering this service.

Policy actions

- Deliver ground maintenance services as set out in our estates and environment service standard.
- Carry out structured inspections of our high-rise and low-rise blocks, and estates, to ensure that they are being maintained to an acceptable standard, including cleaning services, and identify and rectify issues.
- Work closely with police, local councils and other local stakeholders to deliver joined up services and crime prevention initiatives.
- Utilise the SCH data strategy to understand local needs and influence how we support customers.
- Encourage responsible parking on our estates and work with the Council in arranging enforcement action for any parking in the wrong place, inconsiderately or dangerously.
- Enforce the removal of inappropriate items in communal areas in the interest of health and safety and building safety.
- Regularly engage with customers and capture their views to ensure that this is reflected in the services we offer and any environmental improvements.
- Provide information on responsibilities for cleaning through notices in communal areas, setting out specification for the estate and frequency of attendance.
- Provide appropriate training to colleagues to deliver effective neighbourhood management services.
- Facilitate and support stakeholder and community engagement events to promote community safety, public health and tackling anti-social behaviour.

Desired outcomes

- Have safe and well-maintained neighbourhoods, where residents feel that we make a positive contribution.
- Demonstrably respond to customer feedback and 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.
- Deliver consistently good services that are proactive and reduce customers' need to contact.

Performance indicators

- 80% overall satisfaction
- 85% agreement landlord treats tenants fairly and with respect.
- 60% satisfaction that landlord keeps communal areas clean & well-maintained.
- 75% satisfaction that landlord makes positive contribution to the neighbourhood.

Key legislation

- The Housing Act 1985
- The Housing Act 2004
- Data Protection Act 2018
- Equality Act 2010
- Anti-social Behaviour, Crime and Policy Act, 2014In
- 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

Review

This policy will be reviewed every two years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.