

Neighbourhood Management Policy

April 2021

1 Policy statement

- 1.1 At Rooftop Housing Group (RHG) we are committed to delivering high quality estate management services that provide residents with safe, clean, and pleasant environments in which to live and be proud of.
- 1.2 This policy outlines our approach to the management of our neighbourhoods, ensures that we meet the relevant regulatory standards that that our service represents value for money and meets service standards agreed in consultation with stakeholder.

2 Regulatory requirement

- 2.1 This document has been reviewed in line with the Regulator of Social Housing's (RSH) Consumer Standards and upholds their principles
- 2.2 The specific requirements in the RSH Neighbourhood and Community Standard states:
 - 2.2.1 **Neighbourhood management** – “Registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes”.
 - 2.2.2 **Local area co-operation** – “Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:
 - (a) Identify and publish the roles they are able to play within the areas where they have properties.
 - (b) Co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives.We will work in collaboration with designated Community Champions to address issues and create a clean and safe environment”.

3 Communal areas

- 3.1 We will keep the common areas associated with the homes that we own clean and safe and take the appropriate action to resolve issues where necessary. We will:
 - Work with our partner agencies and stakeholders to achieve this.
 - Remove items from communal areas that present a health and safety/fire risk at the time of discovery.
 - Ensure the communal areas of blocks are clean and safe by inspecting them regularly. We also expect tenants, leaseholders, and other customers to play their part in keeping their neighbourhoods clean by disposing of unwanted items

responsibly. Where blocks and schemes have communal facilities such as kitchen, laundry rooms and lounges we will ensure that they are well maintained.

- Remove graffiti identified as offensive or related to gang activity within 24 hours.
- Clear ice, snow, leaves and grit areas (particularly sheltered and vulnerable schemes) that present a health and safety risk as a priority over other tasks as the weather/season dictates.

4 Grounds maintenance

4.1 It is important to us that the area in which you live is well maintained. Our grounds maintenance service is focussed upon providing a quality service that represents value for money through:

- Ensuring that borders and shrub areas are looked after according to the plant species and grassed areas are cut as appropriate during the different seasons.
- When we are on site carrying out grounds maintenance, we will also carry out a litter pick of the area.
- Ensuring appropriate tree management and safety by maintaining 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. Where possible we will replace any trees that have been removed at an appropriate time of the year with a species suited to the local environment.

4.2 We may inspect and undertake works to trees in customers' gardens where they pose a possible health and safety risk or are damaging the property. Generally, the maintenance of trees in tenants' gardens, fencing and general garden maintenance is the responsibility of the tenant and is explained at the commencement of the tenancy.

4.3 We will check, clear, and maintain local alleyways and paths.

4.4 We will check clear and maintain garage sites and compounds as part of the schedule.

5 Environmental crime, including fly tipping.

5.1 We take a robust approach to environmental crime, and we will work in partnership with local authority enforcement agencies, which could include legal action against those committing such crimes on land owned by Rooftop, for example fly tipping. We take such issues seriously and will ensure that these are dealt with quickly.

5.2 We will investigate all instances of fly tipping, and in the event that we establish the identity of tenant or person responsible, a request to remove the items within a reasonable timescale will be given. In the event that the request is not adhered to, we will arrange for the removal of the items and will recharge those concerned for the whole cost of this service.

6 Waste management

6.1 Tenants will be notified at the start of their tenancy of arrangements and scheduled days for uplift of refuse and recyclable material.

6.2 All tenants are expected to take all reasonable care to ensure that their household rubbish is properly stored and disposed of. 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. Residents must comply with the local arrangements for the collection of refuse.

- 6.3 We will operate an education and enforcement approach, as outlined above, to ensure that tenants meet their obligations in relation to disposal of waste.

7 Play areas

- 7.1 Where play areas are under our ownership, we will ensure that they are safe to use, properly inspected and fit for purpose.
- 7.2 We will carry out regular inspections and risk-assess play areas and equipment that we own according to the relevant legislation.
- 7.3 We will ensure that all play area equipment is maintained in the appropriate condition using a combination of planned preventive maintenance and responsive repairs.

8 Local Offer

- 8.1 We will develop and deliver locally tailored standards of service known as 'Local Offers', which are designed to help improve the services for tenants who live within Rooftop neighbourhoods. The Local Offers will be kept up to date to ensure that they are always relevant to the needs of tenants and support our existing service standards and performance targets.

9 Abandoned vehicles

- 9.1 All vehicles on communal or other land owned by Rooftop, aside from individual tenancies must be taxed and in a roadworthy condition or registered with the DVLA as off road through the Statutory Off Road Notice (SORN). Rooftop consider 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 Rooftop procedures.

10 Graffiti removal

- 10.1 Graffiti impacts negatively on the aesthetic appeal and appearance of a neighbourhood. Graffiti reported or identified will be removed (24 to 48 hours), along with the reporting of criminal damage to the police where applicable. If the graffiti is identified as offensive or related to gang activity we will treat this as a priority and remove within 24 hours.

11 Garden condition

- 11.1 Untidy and overgrown gardens can negatively impact upon the kerbside appeal of neighbourhoods and can often be an indicator to poor property condition. Following identification of this breach of tenancy, should the tenant fail to rectify the issue, the Breach of Tenancy procedure will be followed.

12 Partnerships

- 12.1 We are aware that we 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. This includes, but is not limited to:

- The maintenance and improvement of footpaths and roads.

- The maintenance of lighting.
- The maintenance of culverts.

12.2 In addition to the work we undertake, we will also work collaboratively with other organisations, agencies, and stakeholders, to ensure that services delivered outside of Rooftop's remit positively contribute to maintaining neighbourhoods that are clean, safe and attractive.

13 Review

13.1 This policy will be reviewed every three years unless there are major changes in legislation or good practice.

14 Consultation

14.1 Leadership Team	April 2021
14.2 Executive Team	April 2021
14.3 Other (for example, customers)	N/A

15 Responsibilities

15.1 Responsible body	Executive Team
15.2 Formulation and approval of policy	Executive Team
Amendments to policy	Head of Housing
Monitoring of policy	Leadership Team
Operational management of policy/policy author	Head of Housing
15.3 Date of formulation of policy	March 2019
15.4 Date of next policy review	March 2024

Associated documents

Internal – Rooftop policies and procedures

- ASB Policy
- Safeguarding Policy
- Tenancy Fraud Policy

External

- Regulator of Social Housing's Neighbourhood and Community Standard