

# Neighbourhood Management Policy

## Introduction

Homes for Lambeth is committed to ensuring that its neighbourhoods are places, where people want to live and feel safe. Managing our neighbourhoods effectively leads to improved customer satisfaction, reduced turnover, lower levels of anti-social behaviour, reduced complaints, improved income collection and sustainable communities.

## Definition

For the purpose of this policy, all Homes for Lambeth properties are regarded as part of a specific scheme and estate. Schemes and estates are regarded as Homes for Lambeth's neighbourhoods.

Neighbourhood management may include the following:

- Scheme/estate Inspections
- Repairs to communal areas
- Cleaning of communal area and communal gardening services
- Litter removal
- Graffiti removal
- Bulk refuse removal
- Managing car parks and parking control
- Abandoned vehicle removal
- Tackling untidy gardens
- Management of play area
- Requests for installing satellite dishes, sheds or external alterations
- Tackling anti-social behaviour (covered by separate policy)
- Fire risk assessments of communal areas
- Co-operation with local partnerships arrangements
- Services provided by Management Companies
- Communal service charges
- Communal meter readings if required

## Approach

Homes for Lambeth will ensure that all legal and regulatory requirements in relation to the management of neighbourhoods are met. Specifically, Homes for Lambeth will manage its neighbourhoods in compliance with the Housing Regulator's Standards as set out in "The Regulatory Framework for Social Housing in England from April 2012" as updated in 2015 and 2018 and associated guidance documents.

We will have clear procedures which set out how we will administer the management of neighbourhoods, and the standard to which these will be maintained. These will be regularly reviewed with customers.

In addition, Homes for Lambeth will seek to manage its neighbourhoods in partnership with other agencies and landlords.

Homes for Lambeth or its Managing Agent will undertake regular inspections of its schemes/estates as part of its approach to delivering an effective and responsible landlord service.

Homes for Lambeth and its Managing Agent will use a risk-based approach to setting frequency of inspection and to managing the overall programme of inspections.

Assessment of the following characteristics of an estate will be used as key criteria in establishing the frequency of inspection for estates on an individual basis:

- Fire risk
- Anti-Social Behaviour
- Condition
- Fly Tipping/Bulk Rubbish

Homes for Lambeth will also factor in consideration of the existence of internal and external communal areas within an estate or scheme.

We will ensure we provide good quality services for our customers that demonstrate good housing management practices and are value for money and provide the opportunity for residents to influence services.

We encourage our customers to get involved and feedback their views using a variety of customer involvement methods available on our website.

### **Review**

This policy will be reviewed every two years in accordance with any future legislative changes as and when they occur. Actual flagging of individuals will be reviewed on an annual basis to ensure that it is relevant and accurate as practical.

### **Equalities and Diversity**

Homes for Lambeth does not discriminate against tenants or residents regardless of their race, religion, language, ethnicity, gender, sexuality, age, health or disability, location, political or immigration status.

Homes for Lambeth recognises that vulnerable tenants have housing related support needs and will work with agencies to meet those needs.

Homes for Lambeth will work in accordance with the organisation's Equality and Diversity Policy, ensuring that appropriate advice and assistance is given to those disadvantaged in the community, and that adequate translation and interpretation facilities, large print material, Minicom, induction loops etc are available. All actions carried out are in accordance with the provisions of the Human Rights Act 1998.

### **Training and Promotion**

We will publicise this policy to staff and tenants through:

- Our website
- Policy briefings and training

HFL Policy Name:	<b>Neighborhood Management Policy</b>
HFL Policy Owner:	Head of Operations and Engagement
Applies to:	All HFL Group Companies
Policy Compliance:	Annual Review
Policy Review Cycle:	Every two Years (min or as per legal/regulatory requirements). Next review March 2021
<b>Version Control/Audit Trail:</b>	
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