

Grosvenor Hart Homes: Neighbourhood Management Policy



GROSVENOR

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Neighbourhood Management Policy

Introduction and purpose

This policy sets out how Grosvenor Hart Homes Limited (GHH) will approach neighbourhood management, including management of communal spaces and engagement with strategies and initiatives of the local authority and other local bodies. It covers all our properties and the tenants who live in them.

GHH is a new registered provider of social housing aiming to provide the highest quality homes and neighbourhoods. We want our tenants to feel proud of where they live, and for their neighbourhood and communal spaces to support their quality of life and life outcomes.

GHH aims to deliver best in sector services and recognise this will only be achieved by working closely with tenants and ensuring their feedback shapes all aspects of what we do.

We always welcome feedback on any of our policies, procedures or services at any time. If you have any comments, compliments or complaints about this policy, please let us know. Feedback may be made in one of the following ways:

- by telephone on 01244 563777 (core office hours: Monday-Friday, 9am-5pm)
- in person at any of our offices
- via our website [Hart Homes \(grosvenor.com\)](https://www.grosvenor.com)
- in writing to any of our offices
- by email to tenant.support@grosvenorhart.com

The Regulator of Social Housing (RSH) through the Neighbourhood and Community Standard requires that GHH keeps the neighbourhood and communal areas associated with the homes that they own clean and safe. We will work in partnership with our tenants and other providers and public bodies where it is appropriate and effective to do so.

Aims and objectives

GHH aims to ensure that our tenants can enjoy their homes, communal areas and neighbourhoods that are clean, safe, and well maintained.

We aim to be responsive to our tenants' needs and preferences in the way neighbourhoods are managed, and to work in partnership with tenants and other parties to shape our approach.

We will seek to promote social, environmental and economic wellbeing in the areas where we own properties and will cooperate with local key stakeholders to help do so.

We will provide value for money in the way we manage our neighbourhoods.

To ensure these aims are met we will:

- Develop a proactive and effective approach to managing GHH's homes, communal spaces and neighbourhoods
- Put tenants at the centre of our neighbourhood management activities

- Ensure that staff, contractors and tenants are aware of their respective responsibilities
- Understand the needs of tenants and the areas they live in
- Build relationships with, and understanding of, local partners who influence neighbourhoods
- Regularly monitor performance, seek feedback from tenants, and refine our approach in response
- Publish this policy on our website
- Meet all regulatory requirements

Policy detail

This policy applies to all GHH properties and is compliant with the Neighbourhood and Community Standard requirements as part of the GHH commitment to demonstrating compliance with the RSH's Consumer Standards. It includes:

- Ensuring estates and neighbourhoods are well maintained, safe and enjoyable places for tenants to live.
- Involving tenants and residents in service design, delivery and evaluation
- Working in partnership to effectively manage estates, neighbourhoods and shared spaces.

In relation to business objectives, this policy is designed to support GHH to achieve the following:

- High-quality customer service standards
- Fulfil the company's legal obligations
- Maintain tenancies and maximise income
- Ensure that demand for our properties is maintained
- Protect the value of company's properties and land
- To set out the limitations of the service that the company will provide.
- To protect and improve the health and safety of tenants, staff and visitors to tenants' home

This policy directs officers to discharge all legal and contractual requirements. From time to time there may be exceptional circumstances where a discretionary decision may be made by senior managers to find a solution to an issue.

This policy will include and cover the following work:

- Management of communal areas
- Grounds maintenance
- Tree maintenance
- Household refuse and recycling disposal
- Litter and fly tipping
- Keeping pets
- Dog fouling
- Pest control
- Needles and syringes
- Graffiti
- Abandoned vehicles
- CCTV
- Estate inspections and risk assessment
- Garage management
- Recovering costs for services and repairs relating to the Neighbourhood
- Untidy Gardens
- Environmental improvements

We will engage with our tenants to set clear standards for our neighbourhoods, the detail of which will be in our procedures. We will have arrangements in place for the upkeep of estate and communal areas that are agreed locally.

Neighbourhood inspections

We will arrange a programme of neighbourhood inspections, which will cover internal and external shared spaces. The frequency of these inspections will be determined and reviewed regularly by GHH staff in discussion with tenants, and will take account of:

- Feedback from customers
- Service delivery arrangements e.g., mobilisation of a new contract
- New properties being brought into management
- Known problems with the local environment including e.g., difficult to let properties, untidy gardens, etc.

Local area co-operation

Neighbourhood management is most effective when people and companies with a stake in the area work together to sustain and improve their communities. GHH will usually own homes in neighbourhoods where there is a mix of property owners, public bodies and other partners who shape the public realm.

GHH will co-operate with local partnership arrangements and the strategic housing functions of local authorities where we are able to assist them in achieving their objectives.

We will work closely with public bodies, other land/property owners, and other parties in areas where we work to understand the scale of our presence and known/potential impact; to ensure we are contributing to strategic housing priorities; and to help promote social, environmental and economic wellbeing priorities. We will also work with these partners to ensure that any problems arising in areas for which we are responsible or have a stake are quickly addressed.

Matters not covered by this policy

Primarily this policy relates to shared spaces i.e., communal areas within buildings and public external spaces.

We recognise that empty tenanted property can quickly have a detrimental impact on a neighbourhood. Once it has been implemented, we will implement our voids policy immediately when we receive notice from a tenant.

Due to our size and objectives, GHH aims to know every tenant and every property. We will use feedback from tenants, and regular inspections of our schemes and neighbourhoods to ensure schemes and local neighbourhoods are being looked after and to identify problems that need to be addressed. This can also help us to ensure that our contractors are delivering high quality and value for money services.

We are mindful that our approach to neighbourhood management can act as a deterrent to antisocial behaviour (ASB), neighbourhood nuisance and crime. A separate policy sets out our approach to dealing with anti-social behaviour.

Roles and responsibilities

Our responsibilities as a landlord include:

- Providing quality services that keep communal and external areas (for which we are responsible) in a good state of repair, clean, safe, and free from hazards for use by tenants and visitors.
- Ensuring that there are no health and safety risks to tenants and visitors in our neighbourhoods.
- Providing tenants with a range of opportunities to influence and be involved in the delivery of neighbourhood management services and monitoring how they are being delivered.
- Listening and acting on concerns raised by tenants about their neighbourhood and having a clear, simple, and accessible approach to complaints to ensure they are resolved promptly.
- Working in partnership with other interested agencies to deal effectively with ASB and other neighbourhood issues.

Tenants' responsibilities include:

- Making sure that homes, gardens, and driveways are well maintained and in good condition in line with their tenancy agreement.
- Where tenants want to change how communal areas are presented or used, they will engage with GHH to explore options about how this may be achieved.
- Promptly reporting any repairs for which we are responsible, and any concerns about quality of neighbourhood services such as cleaning and grounds maintenance.
- Helping us meet our health and safety responsibilities in ensuring that communal areas are kept clean, tidy, safe, and free from obstruction and to using them to store personal belongings or other items.
- Making sure that any pets are always under control and are not causing a nuisance in public areas e.g. excessive barking or waste not cleared away
- Being respectful to neighbours and not engaging in ASB, nuisance or annoyance to neighbours; and reporting any concerns to GHH.

Where tenants are not able to meet their responsibilities, we will work with them to resolve issues.

We expect tenants to take responsibility for resolving disputes relating to parking issues or differences in lifestyle or culture. However, we will provide support and guidance around resolution. Should the situation escalate or where it is not safe for tenants to interact, it should be reported to GHH as ASB. Any such cases will be dealt with in line with our ASB policy.

Access to services

In line with GHH's Equality, Diversity and Inclusion Policy we seek to ensure equality of treatment for all our customers, and to meet the diverse needs of all our tenants in a customer-focused and sensitive manner.

We aim to gain a detailed understanding of the diverse needs and preferences of our tenants so that we can shape our services to meet their needs. Where individual cases require us to exercise positive action to ensure that all tenants are provided with appropriate services, we will do so.

Monitoring and compliance

Our agreed local offers for neighbourhood management (including roles, responsibilities and outcomes/standards) will be clearly set out, and well communicated with colleagues, customers and relevant partners.

We will monitor the delivery of our neighbourhood management services and report to operational staff, our senior leadership team, the board, and our customers. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against indicators developed for internal use by staff in conjunction with customers.

Performance indicators that will be reported to board and customers are detailed at Appendix 1. This is not an exhaustive list and does not include local offers that will be developed at neighbourhood level.

Review schedule

This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements. There will always be a period of tenant consultation when GHH reviews and redevelops its policy for neighbourhood management. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Housing Director has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

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Appendix 1 – Performance monitoring

We will monitor and report on the following:

Management information

Number of neighbourhood inspections carried out

Local offer conversations complete

Performance against local offers agreed

Customer satisfaction

% of tenants who say they are satisfied that GHH keeps communal areas clean and well-maintained

% of tenants who say they are satisfied that GHH makes a positive contribution to their neighbourhood