



NEIGHBOURHOOD AND COMMUNITY POLICY

Updated

July 2018

1. INTRODUCTION

- 1.1. The Neighbourhood and Community Policy sets out how we will manage neighbourhoods and communal areas associated with the homes that we manage.
- 1.2. Neighbourhood management refers to the effective management of the environment around our properties and any common areas, to ensure that the neighbourhood is an attractive, well maintained, safe and secure place to live.

2. OBJECTIVES

- 2.1. The objective of the Neighbourhood and Community Policy is to;
 - 2.1.1. Maintain clean, tidy and well cared for neighbourhoods including communal areas, hardscape, landscape and internal communal areas.
 - 2.1.2. Carry out regular visits and inspections of all our schemes and estates to identify and address any area falling below our acceptable standard.

3. STATUTORY, CONTRACTUAL AND REGULATORY COMPLIANCE

- 3.1. East Midlands Shelter for the Homeless (EMSH) board will ensure that the Neighbourhood Management Policy complies with current legislation and best practice.
- 3.2. We have agreed that the Tenants Committee and the EMSH staff manager will be assessing and tackling neighbourhood management. This includes the management of anti-social behaviour and estate services.

4. SCOPE OF THE POLICY

4.1. EMSH fulfils its neighbourhood management responsibilities through the following policies:

- 4.1.1. Management of communal areas
- 4.1.2. Ground maintenance of communal grounds
- 4.1.3. Tree maintenance
- 4.1.4. Environmental improvements
- 4.1.5. Pest control
- 4.1.6. Graffiti
- 4.1.7. Household refuse & recycling disposal
- 4.1.8. Litter and fly-tipping

4.2. EMSH believes that everyone has the right to the enjoyment of their home and the local neighbourhood.

5. MANAGEMENT OF COMMUNAL AREAS

5.1. Communal areas include shared entrance ways, staircases and landings, bin stores, drying areas, pathways and parking. We will ensure that the communal areas within blocks and schemes are maintained, kept clean, safe and secure, promptly repaired, kept clear of items and are adequately serviced and lit.

5.2. We will inspect communal areas on a monthly basis. Where recurrent problems arise we will work in partnership with the Local Authority, Police and other agencies to resolve the problem.

5.3. We will contract for the cleaning of communal areas for a set period of time to achieve a balance of quality and cost. We will publish details of the specification and schedule of cleaning services on house noticeboards. We recognise that personal items in communal areas can increase the risks associated with fire by obstructing an escape route or

providing a source of fuel.

- 5.4. EMSH will not permit the storage of personal belongings in a shared area. Where personal belongings are identified, the responsible resident will be asked to remove them immediately. Failure to do so will result in the resident being served with a disposal of goods notice and being recharged EMSH's costs in removing the items.

6. GROUND MAINTENANCE OF COMMUNAL GROUNDS

- 6.1. Communal grounds include shared grassed areas, shrubs and flower beds. We will ensure that communal grounds are maintained to a high standard, grass is cut regularly and flower and shrub beds are kept neat, tidy and free of weeds.
- 6.2. We will inspect communal grounds on a monthly basis. Where recurrent problems arise we will work in partnership with the Local Authority, Police and other agencies to resolve the problem.
- 6.3. We will let a contract for the maintenance of communal grounds for a set period of time to achieve a balance of quality and cost.

7. TREE MAINTENANCE

- 7.1. Communal areas
 - 7.1.1. We will undertake a periodic survey of all trees located on communal grounds to identify required works. Works will be prioritised on the outcome of the survey.
- 7.2. Individual gardens
 - 7.2.1. We will, on request, inspect trees in individual gardens when we receive a report that a tree is causing damage to a property, is dangerous or is

posing a hazard.

- 7.3. We will normally only undertake work to trees in individual gardens when the tree is subject to a TPO and it is absolutely necessary and we will not respond to requests to prune or fell trees when there is no justifiable reason.

8. ENVIRONMENTAL IMPROVEMENTS

- 8.1. We will work with tenants to help in environmental improvements to communal areas on our estates and at our schemes. We will work with residents and appropriate partners to identify solutions to problems.
- 8.2. We will make provision within our budgets, both capital and revenue, to deliver environmental improvements and seek additional funds from other sources when appropriate.
- 8.3. Where we plan to undertake environmental improvement, we will consult and involve all residents affected by the works to seek their comments prior to commencing the work.

9. PEST CONTROL

- 9.1. We will address infestations of the following in communal areas:
 - 9.1.1. Rats
 - 9.1.2. Mice
 - 9.1.3. Cockroaches
 - 9.1.4. Fleas
 - 9.1.5. Wasp nests
 - 9.1.6. Bees nests
 - 9.1.7. Bed bugs

- 9.2. Where an infestation occurs in a tenant home as a result of a structural defect, we will repair the defect and arrange for the treatment of the infestation. In all other cases the responsibility for dealing with the infestation lies with the tenant. In these circumstances we will offer advice to the resident.
- 9.3. Where the behaviour of the tenant is identified as the cause of the infestation we will contact them to advise of this and request that they take appropriate action to eradicate the infestation and prevent further occurrences. If they fail to act then we will take remedial action and recharge the cost of the works to the tenant.

10. GRAFFITI

- 10.1. Graffiti is criminal damage; we work with our police and local authority partners to try to identify and prosecute the perpetrators of graffiti. We will remove offensive or abusive graffiti within 1 working day and any other graffiti within 10 working days.

11. HOUSEHOLD REFUSE & RECYCLING DISPOSAL

- 11.1. EMSH will work with the Local Authority to encourage residents to recycle and re-use their household waste. We will provide and maintain appropriate facilities for refuse disposal and recycling.
- 11.2. We will advise new residents at the start of their tenancy of the arrangements for refuse and recycling collection.

12. FLY-TIPPING

- 12.1. Fly-tipping is the illegal dumping of waste. We will work with the local

authority to prosecute the perpetrators of fly-tipping.

13. MONITORING

- 13.1. The EMSH Board will be responsible for the overall implementation of the neighbourhood management policy. EMSH will monitor its performance in delivering its Neighbourhood Management Policy to ensure that the service is delivered effectively. We will measure our performance against that of other social housing providers with the aim of achieving continuous improvement and compliance with best practice.

- 13.2. We will publish appropriate performance information in relation to the delivery of neighbourhood management on our website and in our tenants newsletter.