



# INQUILAB HOUSING ASSOCIATION

## NEIGHBOURHOOD POLICY

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## NEIGHBOURHOOD POLICY

### 1. Introduction

- 1.1 The purpose of this policy is to outline Inquilab Housing Association's approach to neighbourhood management.
- 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 area to live.

### 2. Policy Statement

- 2.1 The effective management of neighbourhoods is a fundamental priority because of its impact on the quality of life of residents. We aim to provide services our customers are proud of.
- 2.2 The implementation of this policy will help Inquilab Housing Association to meet the expectations of tenants, shared owners, leaseholders and our partners.

### 3. Objectives

- 3.1 Inquilab Housing Association aims to ensure that residents can enjoy a safe, secure and well maintained environment in which they live.
- 3.2 The policy will also, where we are able to engage with partners to tackle wider issues such as:
  - Community cohesion
  - Resident Involvement
  - Employment and training
  - Financial Inclusion
  - Health and well being
- 3.3 The above programmes will improve the life chances of our customers and communities

### 4. Other Related Policies

- Anti-Social Behaviour Policy
- Asset Management Strategy
- Community & Economic Development Strategy
- Tenure Policy

### 5. Scope of Policy

- 5.1 This policy applies to all properties within our areas of operation, including shared ownership and leasehold properties. We will have regard to the following key provisions in delivering estate services:
  - Management of communal areas
  - Grounds maintenance
  - Tree maintenance
  - Household refuse & recycling disposal

- Litter and fly-tipping
- Pest control
- Anti-social behaviour
- Graffiti
- Abandoned vehicles
- Estate inspections
- Environmental improvements

## **6. Management of Communal Areas**

- 6.1 Communal areas include shared entrance ways, staircases and landings, bin stores, drying areas, pathways and parking.
- 6.2 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.
- 6.3 We will inspect communal areas on a monthly basis. Where recurrent problems arise we will work in partnership with other landlords, Police and other agencies to resolve the problem.
- 6.4 We will let a 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 noticeboards and in local newsletters.
- 6.5 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. Inquilab 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.
- 6.6 Failure to do so will result in the resident being served with a disposal of goods notice and being recharged Inquilab's costs in removing the items.

## **7. Grounds Maintenance**

- 7.1 Communal grounds include shared grassed areas, shrubs and flower beds.
- 7.2 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.
- 7.3 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.
- 7.4 We will inspect communal grounds on a monthly or quarterly basis. Where recurrent problems arise we will work in partnership with the relevant stakeholders or other agencies to resolve the problem.
- 7.5 We will publish details of the specification and schedule of grounds maintenance services on noticeboards and in local newsletters.

7.6 We will review all contractors' performance at least annually in regard to the Association's estates service performance.

## **8. Tree Maintenance**

8.1 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.

8.2 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.

8.3 We will only undertake work to trees in individual gardens when it is a health and safety issue and absolutely necessary. We will not respond to requests to prune or fell trees when there is no justifiable reason.

## **9. Household Refuse & Recycling**

9.1 Inquilab Housing Association will work with our local authority partners to encourage residents to re-cycle and re-use their household waste. We will provide and maintain appropriate facilities for refuse disposal and recycling. We will advise new residents at the start of their tenancy of the arrangements for refuse and re-cycling collection. The information will be included in the "New Tenancy Welcome Pack" and local newsletters.

## **10. Litter and Fly-Tipping**

10.1 Fly-tipping is the illegal dumping of waste. When this occurs on Inquilab's land, we will use our best endeavours to identify the source of the waste. We will work with our local authority partners to prosecute the perpetrators of fly-tipping.

## **11. Pest Control**

11.1 We will address infestations of the following in communal areas:

- Rats
- Mice
- Cockroaches
- Fleas
- Wasp nests
- Bees nests
- Bed bugs

11.2 Where an infestation occurs in a tenant or leaseholders home as a result of a structural defect, we will repair the defect and arrange for the treatment of the infestation.

11.3 In all other cases the responsibility for dealing with the infestation lies with the tenant or leaseholder. In these circumstances we will offer advice to the resident.

11.4 Where the behaviour of the tenant or leaseholder 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 or leaseholder.

## **12. Anti-Social Behaviour**

12.1 It is essential that people feel safe and secure in their homes and neighbourhoods in which they live. Inquilab is committed to tackling anti-social behaviour in a responsive and robust manner. We recognise that if allowed to persist, ASB can significantly affect quality of life for our residents and dissatisfaction with the living environment. We aim:

- to tackle the causes of ASB and prevent incidents of ASB from arising
- prevent incidents of ASB from escalating, where necessary
- take the necessary management intervention and legal action to deal with perpetrators of ASB
- provide customers with appropriate advice and assistance
- work in partnership with specialist agencies and residents where appropriate
- support staff to tackle ASB
- support customers and sustain tenancies

## **13. Graffiti**

13.1 Graffiti is criminal damage; we will work with the police and local authority partners to try to identify and prosecute the perpetrators of graffiti.

13.2 We will remove offensive or abusive graffiti within 1 working day and any other graffiti within 10 working days.

## **14. Abandoned Vehicles**

14.1 Where it comes to our attention that a vehicle has been abandoned on communal land we will work with our partners at the local authority to:

- Establish if the vehicle is abandoned
- Establish the identity of the vehicle owner
- Remove the vehicle as quickly as possible

14.2 In establishing if a vehicle is abandoned we will have regard to:

- Whether the vehicle is taxed
- Whether the vehicle has a registered keeper
- Whether the vehicle has been stationary for a significant period
- The condition of the vehicle
- The contents in the vehicle.

## **15. Estate Inspections**

- 15.1 We will encourage tenant and residents to help us identify problems in their neighbourhoods. To support this, we will carry out estate inspection programme.
- 15.2 Estate inspections will offer the opportunity for tenants and leaseholders to help shape and influence the services that we deliver. To support this, we encourage tenant and residents to be estate inspectors and carry out estate inspections to highlight their concerns to the association and other partners.
- 15.3 Estate inspectors will make informed decision about whether estate services are being delivered as promised and whether they are good value for money.
- 15.4 We will encourage other tenants, shared owners and leaseholders to join us on estate inspections. Other interested parties are welcome to attend inspections.
- 15.5 Estate inspections programme will be published via the website and local newsletters, and performance is reported periodically to the Resident Experience Panel and Resident Services Committee.

## **16. Environmental Improvements**

- 16.1 We will consult and involve residents in environmental improvement proposals.
- 16.2 Encourage residents, resident groups, customer forums / panels to identify improvement projects which will have an impact in enhancing the landscaping, security and general appearance of neighbourhoods within the Associations' block / estates. However, projects are subject to availability of budget/funding provision, approval of the relevant REP, RSC and Exec.
- 16.3 We will work with other agencies on proposals in order to explore the possibility of their contribution to funding of projects and encourage the involvement of other stakeholders as appropriate.
- 16.4 We aim to improve access to the Associations' communal buildings and facilities, with particular regard to providing access for people with disabilities.

## **17. Monitoring and Performance**

- 17.1 Performance in relation to implementation of this policy will be monitored and reported to the Exec on a monthly basis and to the REP, RSC and the Board of Management on a quarterly basis.
- 17.2 Next review date: this policy will be reviewed every two years.