



Neighbourhood Management Policy

Who's this for?	Residents, colleagues and stakeholders
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Policy Owner	Director of Housing
Other related documents	Customer care and complaints policy Anti-social behaviour policy and procedure Tenancy agreements and leases Domestic abuse policy Leasehold management policy Communal area management procedure Repairs policy Sustainability strategy Home and Place Investment Policy Vulnerable Customers policy Neighbourhood Standard Tenancy offer policy Equality policy



1. Policy statement

Our purpose is to give residents a firm foundation on which to build their lives. Our vision is a safe, comfortable, and affordable home for every household. This policy sets out how we manage services in our neighbourhoods so that they are clean, safe and well managed. We want residents to feel proud of the communities in which they live and that through the visible presence of neighbourhood services, the commitment to consistently meeting the standards we set.

The resident voice is central to effective neighbourhood management and this feedback influences the approach we take, with a focus on collaborative neighbourhood plans that draw on their priorities. We will also work with local partners to ensure we deliver neighbourhood services that meet local need.

Voice of the Resident

As part of this policy review, we gained feedback through settle voice. We had positive feedback from residents who said the document was clear to understand had realistic satisfaction targets.

A theme that did come through in the responses was the need to ensure regular checks are being made to communal cleaning and gardening services through this policy. This has resulted in more detail in our actions and outcomes, which will be monitored by our performance indicators. Residents also said a visual presence will support residents to know who neighbourhood colleagues are and how they can be contacted – which we have provided more detail on in policy actions.

2. Key Principles

- co-designed neighbourhood plans reflecting resident priorities for areas with 700+ homes
- a transparent and well publicised offer of the neighbourhood management services we provide
- a partnership approach with collaboration and accountability for the services provided
- Data on our neighbourhoods informs how and where we prioritise service delivery

3. Objectives

- to consistently visit our neighbourhoods and offer a regular visible presence, ensuring the work we carry out meets the needs of our residents

- for residents' to be clear about their responsibilities – encouraging the social contract they have with one another to support those who need it, and the community they live in
- to ensure residents can access information on how we are performing against our customer promise and satisfaction measures.
- to ensure we meet settle standards for our neighbourhoods through regular reporting and an annual report that is scrutinised by our voice of resident panel.

4. Policy Actions

- Use resident feedback and data to target areas where improvements to cleaning, gardening services, bins and recycling facilities are required
- Ensure signage is up to date in internal block areas to ensure residents are aware of our services and how to contact us
- tackle reports of anti-social behaviour swiftly and effectively, focusing on early intervention and referring to partner agencies where appropriate
- review existing neighbourhood plans to ensure actions are reflective of resident demand, measuring feedback of the impact.
- Increased presence through quarterly neighbourhood action days/weeks and big door knocks – using data and feedback to inform priority areas and draw on services across settle to deliver positive outcomes
- carry out regular neighbourhood inspections and risk-based block inspections - responding immediately to any health and safety issues identified
- review our tort procedure to ensure a robust process is in place with clear responsibilities between teams
- complete data led tenancy audits to identify vulnerable tenants in need of support, investigate housing related fraud and ensure homes are well maintained and fit to live in.
- meet fire risk assessment actions within targets set

5. Desired outcomes

- safe and well-maintained neighbourhoods, meeting settle standards
- victims of anti-social behaviour are supported with positive case outcomes
- reduce the need for residents to contact settle, achieved through proactive neighbourhood management delivery that identifies any action required
- resilient communities who work with settle and partners to support those that live in their communities
- revised neighbourhood plans that are co-designed and meet resident need

6. Performance Indicators

- evidence of neighbourhood inspections carried out and all actions completed within 28 days of the inspection
- evidence of improved resident outcomes following resident support
- TSM score on making a positive contribution $\leq 20\%$ dissatisfaction
- TSM score on making handling ASB $\leq 20\%$ dissatisfaction
- TSM Trust score $\leq 20\%$ dissatisfaction
- TSM score $\leq 20\%$ overall customer dissatisfaction
- increased first time fix rate and reduction of inbound contacts

7. Key legislation

- The Social Housing Regulation Bill 2022
- Regulator of Social Housing Neighbourhood and Community Standard
- Clean Neighbourhoods and Environment Act 2005
- Law of Torts (interference with goods) Acts 1977
- Anti-social behaviour, Crime and policy act 2014
- Housing Act 1988
- Environmental Protection Act 1990
- Neighbourhood and Community standard

8. Review

The policy will be reviewed after two years or as required by changes in legislation and regulation.