

Neighbourhood Management Policy

1. Introduction

- 1.1. Employees, officers and Property Managers of ReSI Homes Limited (**ReSI Homes** or the **Company**) in their housing management functions believe that everyone has the right to the enjoyment of their home and the local neighbourhood.

2. Purpose

- 2.1. This policy is concerned with the effective management of the neighbourhood environment around ReSI Homes' properties and shared communal areas to ensure that neighbourhoods are safe, attractive and well maintained places to live.
- 2.2. It explains our approach to managing the neighbourhood, how we will involve local residents in neighbourhood planning and improvements, and partnership working with other agencies concerned with the safety, security and appearance of the neighbourhood environment.

3. Scope

- 3.1. This policy applies to all areas where we own or manage properties and to all ReSI Homes' employees, contractors and property managers providing the services set out in this policy.

4. Shared Responsibilities

- 4.1. Effective neighbourhood management is built on the success of shared responsibilities between customers and landlords.
- 4.2. Our responsibilities as landlord include:
 - Delivering quality services to keep communal and external areas clean and safe and in a good state of repair.
 - Carry out regular and scheduled estate inspections to inspect and maintain a regular and visible presence on our estates

- Carry out periodic health and safety inspections in our retirement living communal areas. Including fire alarm points, fire doors and flushing of low usage of water points.
- Ensure areas within our ownership are maintained to an agreed standard within the specific contract.
- Work in partnership with key stakeholders and agencies to ensure our estates are free from environmental crime and anti-social behaviour.
- Appoint a cleaning contractor to provide cleaning services to the communal areas we are responsible for.
- Appoint a grounds contractor to provide grounds maintenance services to communal grounds within our ownership.
- Carry out regular Cleaning and Grounds inspections to ensure quality and compliant services are being delivered.
- Remove bulk items of rubbish promptly using our contractors and Neighbourhood response team to provide a value for money solution.
- Carry out fire risk assessments in our blocks of flats to identify and address fire risks.
- Carry out emergency light testing, in addition to our contractors' regular services, each month on those blocks designated as a priority one.
- Carry out a programme of maintenance and checks of shared facilities such as lifts, water tanks, play areas to ensure they are safe and fit for purpose.
- Provide customers a wide range of opportunities to influence and be involved in how neighbourhood services are delivered and how performance is monitored and how satisfaction is assessed.

4.3. Customer responsibilities include:

- Making sure their home, garden and driveway is maintained and in a good condition in line with their tenancy/lease agreement
- Report promptly for which ReSI Homes is responsible
- Keep all communal areas clean, safe, and free from obstruction.
- Keeping sole use balconies in a tidy condition.
- Make sure pets are kept under control and do not defecate in communal areas and are not used in a threatening manner.
- To not engage in anti-social behaviour, nuisance or annoyance to neighbours reporting any concerns to ReSI Homes

- To dispose of all rubbish and unwanted items responsibly by placing in the correct bin and storage area. This includes disposal of large or bulky items by arranging collection or by taking it to the household waste facility

4.4. Landlord and resident responsibilities are fully detailed in the individual tenancy or leaseholder agreement.

5. Estate Inspections

5.1. Regular estate inspections are one of the main ways we ensure repairs and maintenance, health and safety and environmental nuisance are dealt with. They help us to assess the quality of estate services including cleaning and grounds maintenance and to ensure that managing agents fulfil their contractual obligations.

5.2. We will conduct estate inspections at regular intervals throughout the year, depending on the number of properties and blocks within an estate. The number of times an estate inspection is required is defined by the procedure which considers the number of floors, the number of homes, housing management issues and our consultant's fire risk assessment. Our estate inspection dates are available on request.

5.3. Estate inspections represent a single "point in time" assessment and as such, it is recognised that after an inspection is completed there may be issues that arise that we are not aware of. We encourage customers to report repairs and immediately on any issues that might compromise health and safety. In addition, our cleaning, and grounds contractors, as well as any ReSI Homes staff member or property manager will report any potential risk or environmental concern when noted.

5.4. We encourage our customers to play an active role in monitoring the quality of the service delivered. Customer representatives can work with us to manage our contractual relationship by attending meetings with our suppliers and can attend estate inspections to provide feedback on our services.

6. Cleaning and Grounds maintenance service

- 6.1. We appoint contractors to provide communal interior cleaning and communal grounds maintenance and will publish the frequency of our cleaning and ground service on our noticeboards and through our resident comms.
- 6.2. The quality and cleanliness of our internal communal areas within our blocks affect the health and quality of life of our customers and as part of the two-way relationship, we both have a role to play in ensuring they remain clean and safe. Where we provide cleaning services, the cleaning requirements are specified within the contract. Operatives attend on a weekly basis unless locally specified for a different frequency. Internal communal areas receive a deep clean at least once a year, including bin stores.
- 6.3. Our grounds maintenance contractor maintains the communal external areas of estates such as communal grass areas, beds, borders, and hedges. Parking areas and roads and paths under our ownership or management are swept and weed sprayed. Operatives attend routinely as per the service level agreements.
- 6.4. As part of the Estate inspection, we complete a survey of the cleaning and grounds to measure the performance of our cleaning and ground maintenance contractors and managing agents. The performance mechanism enables us to manage the contract with termination provisions for non-performance, ensuring we have remedies available to prevent poor service.

7. Refuse and Recycling and Bin Stores

- 7.1. We take a robust approach to environmental nuisance and will work in partnership with our customers and local authorities to ensure that our estates have appropriate facilities for disposing of rubbish and recycling. We will take action, wherever possible, against those found to be dumping rubbish or fly-tipping on our estates, including recharging and providing evidence to support prosecution.
- 7.2. Bin stores/areas, under our ownership, are swept and disinfected weekly and deep cleaned twice a year. Additional deep cleans can be carried out on an ad hoc basis.
- 7.3. We 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.

8. Fly-Tipping

- 8.1. Fly-tipping is the illegal dumping of waste and bulk refuse such as mattresses. When this occurs on our 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.

9. Snow

- 9.1. Decisions to clear snow and grit will be undertaken by ReSI Homes' and their property manager in line with statutory requirements, our responsibilities as landlord and the individual characteristics of the neighbourhood.
- 9.2. We will not generally clear snow or put grit on paths which provide access to a single street property as this is the resident's responsibility.
- 9.3. In cases where there is a requirement to clear snow under the Occupier's Liability Act 1957, this will be done within 24 hours after the end of snow fall.
- 9.4. In all cases, a risk assessment must be completed before making a decision whether to clear snow or grit to establish:
- an order in which areas will be attended to, detailing priority locations and how priorities were worked out
 - when gritting/clearance will be started
 - how gritting/clearance work will be carried out, who will do it and what equipment they will use
 - a system to ensure any preventative gritting is carried out at the right time
 - records of when and what gritting/clearance has been done and by whom.

10. Vehicles and Parking

- 10.1. We will work with customers and external agencies to reduce irresponsible parking, parking-related disputes, and abandoned vehicles. We may appoint a reputable company to operate a parking scheme or parking maintenance in our neighbourhoods to ensure the effective management/control of parking spaces, facilities, gates, or barriers. We will consult before the introduction of any parking service that will involve additional charges

for customers however, there may be times we have to impose restrictions where health and safety concerns override the requirement to consult.

- 10.2. We will ensure that neighbourhoods are kept free from abandoned, untaxed vehicles and those vehicles that are not road worthy that may present a health and safety risk to those living and visiting our properties. Where we establish a vehicle that meets the criteria, we will follow the procedure to safely, and within the legal framework, remove the vehicle.

11. Playground Equipment

- 11.1. Where ReSI Homes owns play equipment, we will ensure that it is safe to use, properly inspected and fit for purpose. We will carry out regular inspections and risk-assess the play areas and equipment we own, according to the relevant legislation. We will ensure that all play area equipment is maintained in the appropriate condition using a combination of planned preventive maintenance and responsive repairs.

12. Tree Management

- 12.1. We operate a risk-based approach to tree management on communal land. We will hold a register of trees located in communal areas under our ground's maintenance contract. Those trees not within the contract will be dealt with reactively. We will employ arboriculture contractors to guide this process, including formal inspection to dictate the priority of actions and frequency of inspections.
- 12.2. Where we identify that a tree is dead, diseased, or dangerous, we carry out work to ensure that it poses no risk to the general public or property. We aim to maintain a healthy tree population so will not carry out work for aesthetic or light restriction purposes only.
- 12.3. Where the maintenance or removal of trees is protected by tree preservation orders our contractors will apply for the relevant written consents from the local authority. On occasion, we may have to remove an established tree, but we will not do this unnecessarily. We will try to replace the tree, so our tree management approach is sustainable.
- 12.4. It is the responsibility of customers to maintain their gardens, including any trees located within a garden. We may inspect and undertake works within a customers' gardens where they pose a possible health and safety risk or may cause damage to property.

13. Graffiti

- 13.1. 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.

14. Pest Control

- 14.1. Where we have responsibility for communal areas or gardens we will address infestations of the following:

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

- 14.2. Where an infestation occurs in a resident's or leaseholder's home as a result of a structural defect, we or the building manager will repair the defect and arrange for the treatment of the infestation.

- 14.3. In all other cases the responsibility for dealing with the infestation lies with the resident or leaseholder. In these circumstances we will offer advice to the resident. Where the behaviour of the resident 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 resident or leaseholder.

15. Flooding

- 15.1. Where major flooding affects our residents or properties we will liaise with residents and other agencies to mitigate the impact as much as possible. We may decant where flooding prevents residents from being able to live in their homes.

- 15.2. We or the building owner or their agent will take out buildings insurance for flood damage to all of our properties. Where a known flood risk exists, we will encourage residents to take out home contents insurance to cover them for the repair or replacement of any belongings damaged or lost during a flood. However, this remains the resident's responsibility and decision to do so.

16. Estate Improvements

- 16.1. Estate improvements are planned works to the communal areas of estates intended to enhance the local environment. Before setting budgets on significant estate improvements, we will use insight from our customers to identify areas of concern and will engage and involve customers to consider their priorities.

17. Sustainability

- 17.1. ReSI Homes prides itself on its environmental sustainability and performance. Our aim is to improve the energy efficiency of our estates and communal areas. We are exploring additional ways to protect the local environment and ecology. Ensuring our estates are more biodiverse is a key aim and the creation of further green spaces will help us to achieve this.

18. Equality

- 18.1. We manage homes in some of the most diverse neighbourhoods in the country. We will ensure that the implementation of this policy is delivered in a way which is appropriate and accessible. We will take into account the needs of people who are most vulnerable for example prioritising snow clearance around older people's accommodation.

19. Other Agency Responsibilities

- 19.1. Where issues are identified or reported that are not our responsibility, we will advise customers to report the issue directly to the relevant organisation, for example, the local authority, highway's agency, or the police.

20. Background Documents

20.1. This policy should be read in conjunction with the following legislative and regulatory documents and policies:

- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Building Safety Bill 2021
- Clean Neighbourhoods and Environment Act 2005
- Environmental Protection Act 1990
- Housing and Regeneration Act 2008.
- Law of Torts (Interference with Goods) Act 1977
- Occupiers Liability Act 1984
- Public Health Act 1936.
- Refuse Disposal (Amenity) Act 1978
- The Regulatory Reform (Fire Safety) Order 2005
- The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008

21. Monitoring and review

21.1. We will monitor our performance in delivering Neighbourhood Management Policy to ensure that the service is delivered effectively. We will measure our performance against that of other housing providers with the aim of achieving continuous improvement and compliance with best practice. We will monitor customer satisfaction with Neighbourhood Management through customer satisfaction surveys.

21.2. This policy will be reviewed every two years, unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments.

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