

## **INTRODUCTION**

The purpose of this policy is to outline Aragon Housing Association (AHA) and South Northants Homes (SNH) approach to neighbourhood management.

## **POLICY STATEMENT**

The management of neighbourhoods is a fundamental aspect of the Associations roles, which can affect the quality of life of residents.

## **OBJECTIVES**

The Associations aim to ensure that residents can enjoy a safe, secure and well maintained environment in which to live.

## **REGULATORY CODE AND GUIDANCE**

- 3.4 Housing Associations must develop and manage good quality homes that seek to meet people's needs and preferences now and in the future.
- 3.5 Housing Associations must provide good quality housing services for residents and prospective residents.

## **RELEVANT KEY LINES OF ENQUIRY (KLOE)**

- KLOE 3 . Stock Investment
- KLOE 5 . Resident Involvement
- KLOE 6 . Tenancy and Estates Management
- KLOE 11 . Supported Housing
- KLOE 12 . Home Ownership
- KLOE 13 . Regeneration
- KLOE 14 . Right to Buy, Right to Acquire
- KLOE 30 . Access and Customer Care
- KLOE 31 . Diversity
- KLOE 32 . Value for Money

## **OTHER RELATED POLICIES**

- Asset Management Strategy
- Access & Customer Care Strategy
- Sustainable Development Strategy
- Equality & Diversity Strategy

Anti-Social Behaviour Policy  
Parking Policy  
Planned Maintenance & Improvement Policy  
Customer Feedback Policy

## **SCOPE OF POLICY**

This policy applies to all properties within our areas of operation, including shared ownership and residential leasing. We will have regard to the following key provisions in delivering estate management services:

### **Landscaping**

The Associations will:

- ensure that all new development sites have regard for open and maintainable common areas with soft landscaping
- meet, where practical, secure by design requirements
- ensure future upkeep and maintenance of these areas can be delivered cost effectively and with a minimum of disruption to the environment
- ensure all open grassed areas in the Associations' ownership are cut regularly during the growing season and have regular weed control of all the Associationsqun-adopted footpaths, grassed areas, garages and drying areas
- ensure all the Associations owned shrub beds, trees and communal hedges are maintained in accordance with horticultural good practice to specifically prevent nuisance, e.g. blocked access ways, damage to buildings or restriction of light and signage
- review all contractorsq performance at least annually in regard to the Association's estates service performance.

### **Neighbourhood Improvements**

The Associations will:

- consult and involve residents in neighbourhood improvement proposals
- encourage residents, resident groups, customer forums/panels and Customer Committee Members to identify improvement projects which will have an impact in enhancing the landscaping, security and general appearance of neighbourhoods within the Associations' estates. However, projects are subject to availability of budget/funding provision, approval of the relevant Customer Committee and resident consultation
- work with other agencies on proposals in order to explore the possibility of their contribution to funding of projects and encourage the involvement of the whole community as appropriate

- aim to improve access to the Association's communal buildings and facilities, with particular regard to providing access for people with disabilities.

### **Estate Areas**

- The Association will formally inspect estate areas regularly and will invite residents to join us on neighbourhood walkabouts. The programme and feedback will be published via tenant newsletters and/or fliers
- In conjunction with involved residents, the Associations will explore the feasibility of setting up Neighbourhood Agreements. These will be developed between the relevant Association and the residents in a particular area and will set out the level of neighbourhood services that are required in that area.

In addition the Associations will:

- review all licence/wayleave agreements annually
- formalise any unauthorised use by vehicular or pedestrian means over Association land if its use is not detrimental to the Association.

### **Security**

The Associations will:

- work in partnership with residents and other agencies on initiatives to improve security and community safety in areas where the Associations own properties
- provide all communal blocks with door entry systems where practical
- ensure all Association controlled walkways, stairwells and footpaths are well lit to deter crime and anti-social behaviour
- ensure new development sites are laid out in accordance with secure by design criteria wherever practical
  - ensure all construction projects are mindful of estate security to enhance a safer living environment.

### **Parking – see Parking Policy**

### **Leaseholders and Shared Owners**

- Leaseholders and shared owners will be required to contribute towards a fair proportion of the cost of estate service provisions.

## **MONITORING**

This policy will be reviewed annually through the policy review programme.

**Customer Consultation:** Policy Reading Group November 2009

**Equality Impact Assessment Carried Out:** Initial Screen

**Person responsible for review:** Housing Manager/Housing Services Manager

**Date of review:** February 2010

**Date of next review due:** February 2011