

Neighbourhood Management Policy – HO051

1. POLICY PRINCIPLES

- 1.1 The purpose of this policy is to outline our approach to neighbourhood management.
- 1.2 We aim to ensure that residents can enjoy a safe, secure and well-maintained environment in which to live.
- 1.3 This policy applies to all communal areas and land owned by bpha but does not apply to bpha properties where we do not own land or provide services to maintain the neighbourhood. However, in these circumstances we will endeavour to work with and influence managing agents and/or land owners to inform and improve services.

2. POLICY STATEMENT

2.1 DESIGN AND ENVIRONMENT, bpha will:

- 2.1.1 Ensure, where practical, that all new development sites have regard for open and maintainable common areas with soft landscaping where appropriate.
- 2.1.2 Ensure, where bpha is the only stock-holder and owns the property and amenity areas of a development site, internal communal areas are well designed, safe, secure and well maintained.
- 2.1.3 Ensure that when building new schemes, we only implement service charges specific to the requirements of the individual scheme by designing in a way which will reduce the number of services provided.
- 2.1.4 For every new scheme we will consider Secured by Design principles and applicability to that development in accordance with any design and planning requirement specified by the local authority.
- 2.1.5 Ensure that all open grassed areas in bpha's ownership are cut regularly during the growing season and have appropriate weed control on all bpha's land.
- 2.1.6 Ensure all bpha owned shrub beds, trees and communal hedges are maintained to the published standard. Further details of the service standards are available on request.
- 2.1.7 Formally review the performance of all contractors, where they provide services to estate areas at least annually, in addition to regular monitoring of performance.
- 2.1.8 Work with local authorities to remove rubbish, fly tipping and abandoned cars and graffiti on our land, where possible, within 28 days of it being reported and quicker than 28 days if it represents a significant health and safety risk.
- 2.1.9 Ensure internal communal areas are cleaned regularly and inspected to ensure they are maintained.

2.2 RESIDENT ENGAGEMENT, bpha will:

- 2.2.1 Consult and encourage resident involvement in neighbourhood improvement proposals or when considering the introduction of new services.
- 2.2.2 Encourage residents, resident groups, and customer forums/panels to identify improvement projects which will have an impact in enhancing the landscaping, security and general appearance of neighbourhoods.
- 2.2.3 Encourage the involvement of the whole community as appropriate
- 2.2.4 Aim to improve access to bpha's communal facilities, with particular regard to providing access for people with disabilities where necessary.

- 2.2.5 Follow its procurement and tendering policy in order to ensure value for money for residents in relation to neighbourhood management.
- 2.2.6 Engage and involve residents when re-tendering contracts.
- 2.2.7 Support the formation of a team of resident inspectors to check the delivery of contracts, such as communal cleaning and grounds maintenance, in line with regulatory requirements to ensure accountability and transparency.
- 2.2.8 Ensure during times of major works and/or regeneration, specific arrangements will be made to carry out resident engagement with those affected in the neighbourhood.

2.3 SECURITY, bpha will:

- 2.3.1 Work in partnership with residents and other stakeholders on initiatives to improve community safety and, if necessary, security.
- 2.3.2 Provide all apartments, which have a shared communal entrance, with a secure communal door entry system, where practical.
- 2.3.3 Ensure all lighting in corridors and walkways is working effectively. Repair them in a timely manner if they are reported as faulty or broken.
- 2.3.4 Ensure all construction projects, where residents are in occupation nearby, are mindful of estate security to enhance a safer living environment.

2.4 HEALTH AND SAFETY, bpha will:

- 2.4.1 Visit and inspect shared communal areas on a regular basis to ensure they are kept clear and that fire safety measures are in place.
- 2.4.2 Ensure that relevant employees visiting estates and blocks of apartments take note of health and safety issues and report any repairs.
- 2.4.3 Respond quickly to reports of risks to health and safety in our blocks of apartments or on our estates when this is reported to us and notify insurance if appropriate.
- 2.4.4 Carry out lift alarm testing, fire alarm testing, emergency lighting, legionella checks, asbestos condition inspections and fire risk assessments where necessary.

2.5 MANAGEMENT OF NEIGHBOURHOODS, bpha will:

- 2.5.1 Have a management plan for all estates and blocks of apartments of a certain size, which will look at issues highlighted in this policy and how we manage them.

3. ASSOCIATED LEGISLATION, NATIONAL STANDARDS AND REGULATION

- 3.1 The Neighbourhood and Community Standard sets out the standards we are expected to meet. The standard requires bpha to keep the 'neighbourhood and communal areas associated with the homes that we own clean and safe.'
- 3.2 The Disability Discrimination Act 1995.
- 3.3 Resident Engagement and Empowerment Standard.

4. ASSOCIATED DOCUMENTS

- 4.1 Any appeals or complaints received relating to this policy will be dealt with under bpha's Compliments and Complaints Policy.
- 4.2 We are committed to providing a consistent service to all customers. Our service will be delivered in a manner that complies with our Equality and Diversity Policy.
- 4.3 Anti-Social Behaviour Policy.



- 4.4 Health and Safety Policy.
- 4.5 bpha customer service commitment.
- 4.6 Design brief and specification.

5. MONITORING, REVIEWS AND EVALUATION

- 5.1 This policy will be kept up to date and amended accordingly to reflect any changes in legislation, standards and guidelines.
- 5.2 The policy update is scheduled for a biennial period and will also be reviewed as legislative changes are put in place.

Approved by	SMT
Date approved	February 2020
Owner	Head of Housing Operations
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