

# City of Lincoln Council

# Neighbourhood Management Policy



Let's deliver  
quality  
housing

**July 2024**

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## Purpose

This Policy sets out our approach to developing and maintaining attractive, clean and safe neighbourhoods.

This is an 'umbrella' Policy that signposts a number of specific delivery policies that determine how we provide services. It recognises the linkages and inter-relationships that exist across a range of service areas that influence how popular and ultimately lettable homes are within our neighbourhoods. This is the key not only to satisfied tenants but also underpins the sustainability of the council as a provider of social housing

This policy meets the requirements of the Social Housing Regulator, specifically the Consumer Standards: Neighbourhood and Community, Safety and Quality, and Transparency, Influence and Accountability (including the Tenant Satisfaction Measures).

Included in these Standards are required outcomes that neighbourhoods and communal areas associated with homes are clean and safe. This reinforces our aims to ensure that neighbourhoods are attractive, clean and safe places to live, work and socialise in.

There is an expectation that we will consult with tenants in developing a programme for maintaining and improving the neighbourhoods associated with our properties/their homes. We will work in partnership with our tenants, residents and other relevant stakeholders to do this.

We acknowledge that as the major social landlord in Lincoln we must play a lead role in developing and ensuring attractive, clean and safe neighbourhoods.

Delivering an effective Neighbourhoods Management Policy will involve not only sound day to day operational practice to ensure timely interventions but also more strategic oversight to inform good investment planning that, where possible, addresses underlying issues to enhance the appearance and sustainability of neighbourhoods.

## Objectives

- To ensure that all stakeholders have a clear understanding of our approach to developing and maintaining attractive, clean and safe neighbourhoods; this includes tenants, residents, staff members and partner organisations.
- To ensure that we plan and target resources effectively and in a consistent way, while considering our diverse customer base and their needs so that neighbourhoods are popular and sustainable places to live.
- To ensure that we always seek to deliver effective and efficient services which offer real value for money.
- To ensure we adopt a partnership approach, encouraging collaboration and maximising the resources available.
- To ensure we closely monitor the quality of our services and that we quickly and fairly deal with complaints.
- To ensure that we actively benchmark ourselves against other providers both locally and nationally and report our performance both accurately and regularly.

## Scope

This policy applies to c.7,800 properties which are owned and managed by City of Lincoln Council and the areas Housing are responsible for throughout the city.

## Approach

We will encourage and support our tenants and other residents in the community where appropriate to develop a joint approach to maintaining and improving the neighbourhoods associated with our properties/tenants' homes to ensure that neighbourhoods are attractive, clean and safe and where tenants, residents and visitors feel pride in their immediate surroundings and have a sense of ownership.

Through the work of our Housing Teams, Lincoln Tenants Panel and Resident Involvement Team we will encourage tenants, Members, residents and partner organisations to jointly inspect neighbourhoods, deliver priorities important to this group with work carried out to a high standard, to the satisfaction of the majority and which offers value for money.

- We will encourage tenants and residents to be responsible citizens who are considerate of their neighbours.
- We will provide clear information to tenants about our statutory and contractual obligations whilst clearly explaining their own responsibilities.
- We will provide a variety of ways for tenants to contact us to report issues or enquire about progress, including an out of hours service for emergency issues.
- We will operate in a proactive and responsive manner, drawing on good practice and working in partnership, to get the most cost-effective service outcomes for our tenants.
- We will let homes promptly and to a high standard and monitor void property performance to identify at an early stage any adverse trends.

When designing new homes or making changes to existing ones; we will take into account crime prevention, safety measures, energy efficiency, noise reduction measures and the way public space can be used to enhance the environment and quality of life. We will have regard to the standardisation of components wherever possible in order to simplify servicing and repairing arrangements and provide better value for money

In addition to responding appropriately to day-to-day works that arise, we will maintain the elements of our properties/tenants' homes that we are responsible for through programmed works, and this includes maintaining communal areas and keeping them in a good condition. There will be timely redecoration, repair and where appropriate improvement to communal buildings, fencing, garage areas, paths and drying areas to maintain an attractive overall appearance and to help reduce the need for costly responsive repairs.

- We will have in place grounds maintenance and other relevant contracts for communal areas to ensure that open spaces, borders and shrub bed areas are looked after according to the plant species and are weed and litter free. Grassed areas are cut as appropriate during the different seasons, hard landscaped areas are free of debris, bin areas are tidy, and windows are cleaned.
- We will have in place appropriate arrangements for the timely removal of large items of refuse, caravans and abandoned cars.
- We will, where leaseholders are sub-letting their homes, send any information on matters relevant to the property or the neighbourhood to the occupant as well as the leaseholder to ensure that all parties are informed.
- We will ensure that all required health and safety inspections and checks are carried out on a programmed basis.
- We will work with tenants, residents or partner organisations to put in place parking improvements and control measures.

## Roles and responsibilities

Tenants, and their visitors

These can all play a part in sustaining the objectives of this Policy by:

- Complying with the obligations of tenancy agreements
- Being involved and engaged in decision making through the established channels
- Responding to satisfaction survey requests
- Identifying – formally or informally – opportunities for improvement within communities

Staff, Contractors, LTP and Members

- To deploy resources effectively and efficiently and on a value for money basis
- To ensure a high level of responsiveness in responding to service issues such as environmental decline, breaches of tenancy and in particular antisocial behaviour
- To work effectively within a partnership setting – being ‘eyes and ears’ within communities
- To serve as ambassadors for the wider housing service
- To identify opportunities for improvement and innovation
- To engage customers as part of a listening organisation

Other residents/the wider community

- All members of the community have an obligation to live their life in accordance with the law and enable ‘peaceful enjoyment’ of tenancies
- To alert the council to issues affecting our neighbourhoods that impact on quality of life and physical appearance
- To participate in consultation when appropriate opportunities arise

## Publicity

We will consider publicity in all cases where activity has had a positive impact.

The benefits of publicity include:

- a) Motivating tenants and other residents to get involved
- b) Promoting confidence in our services
- c) Highlighting our successes to a wider audience

## Related Documents

- Housing Strategy
- Tenancy Strategy
- Tenancy Policy
- Allocations Policy
- HRA Business Plan
- Repairs and Maintenance Policy
- Communal Areas Policy
- Anti-Social Behaviour Policy