

Neighbourhood Management Policy

Policy Statement & Purpose

This policy explains our approach to managing neighbourhoods and communities 'out on patch'. Our aim is to involve customers, colleagues and working in partnership with other agencies within the community, to maintain and improve the neighbourhood environment and communal areas.

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1. Scope

This policy explains how we ensure our neighbourhoods are clean and safe environments. It sets out our approach to managing, maintaining and improving our neighbourhoods and communal areas within our housing schemes.

It outlines our 'on patch' approach to ensure our neighbourhoods are places where our customers can thrive.

It applies to Bromford customers, colleagues and third-party organisations that we work with.

The Neighbourhood Management Procedure contains the detail of how this will be implemented.

2. Reference Materials

List of Referenced Documents
Neighbourhood Management Procedure
Health & Safety Policy
Fire Safety Policy
Antisocial Behaviour and Hate Crime Policy

3. Principles

We recognise that our neighbourhoods are diverse and so our approach to neighbourhood management reflects the individual requirements of our homes, including those that we manage, and communal areas. Our main objective is to provide clean, safe and desirable neighbourhoods through a pro-active and positive approach where our customers can thrive, our policy aims to achieve this by:

Neighbourhood Coaching: Neighbourhood Coaching is about investing in relationships so people can thrive. Geographically dense patches allow each coach to build relationships to understand skills, talents, and assets of both the customers and the wider community groups and services. Connecting customers and linking community assets together capitalises on what already exists within their patch.

Neighbourhood Coaches are also responsible for managing their patch in conjunction with other teams such as Community Safety, Landscaping and Service Delivery.

‘Don’t walk past it’: All our colleagues have an ‘eyes wide open’ approach and take responsibility for identifying and acting upon any issues or concerns that they identify in blocks and schemes. We will encourage our customers to do the same and report any issues to us.

4. Responsibilities

The Director of Localities & Customer Contact has overall responsibility for this policy.

Heads of Neighbourhood & Communities are responsible for the day-to-day operation of the policy and ensuring it is adhered to.

Leaders are responsible for ensuring their teams are aware of their responsibilities and receive appropriate training.

All colleagues are responsible for carrying out their work in line with this policy and the associated procedure.

5. Legislative or Regulatory Requirements

By following this summary guidelines, it ensures that Bromford adhere to:

- Housing Health and Safety Rating System (HHSRS)
- Neighbourhood and community Standard 2024
- Transparency, Influence and Accountability Standard 2024
- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985 and 1987
- Housing Act 1985, 1988, 1996, 1998
- 2004 Equality Act 2010
- Health and Safety at Work Act 1974

6. Neighbourhoods & Communities colleagues will:

- Invite each of our rented and shared ownership customers to an annual review each year with their dedicated Neighbourhood Coach, in their home, and within their neighbourhood. We’ll be led by what’s important to each individual in those conversations and what can help them thrive, including their home and their neighbourhood. It is an opportunity to have a holistic 2-way conversation and complete a ‘walk around’ of the property and garden.
- Conduct block inspections (internal & external) monthly for our supported schemes and housing for older people. We will do quarterly inspections for our general needs properties which have communal areas.
- Monitor car parks to ensure they are safe and fit for purpose.
- Act on abandoned vehicles for their removal.

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- Assess the quality of communal cleaning.
 - Deal with any incidents of fly tipping.
 - Work with local partners to ensure that shared spaces not owned by Bromford, but impact our own customers, are maintained, are safe, and improved where necessary.
 - Report any necessary repairs identified from inspections, highlighting any health & safety issues.
 - Work with local authorities to ensure refuse collection services are effective and support the need for a clean and safe environment.
 - Work with local partners including the Police, Local Authorities and our in-house Community Safety Team to address issues such as environmental anti-social behaviour, vehicle abandonment, fly-tipping, vandalism and graffiti.
 - Raise Neighbourhood Improvement Bids if a change or improvement is identified.
 - Conduct weekly fire alarm testing in line with the Fire Safety policy.
 - Complete Personal Emergency Evacuation Plans with vulnerable customers.
 - Where we believe that a customer's actions are the cause of problems, we will try to identify them and may take tenancy action. This may also include charging them for the costs we have incurred to rectify the issue.

Neighbourhood Coaches will work directly with the following teams to resolving any issues with the aim of creating safe and clean environments.

Our Landscaping Team who will:

Manage a grounds maintenance programme for grass cutting, hedges and treeworks where we are responsible for communal areas.

Our Fire safety Team who will:

- Ensure that the risk of fire is minimised in our customers' homes and neighbourhoods.
- Conduct fire risk assessments in blocks and escalate identified issues to Neighbourhood Coaches for action in line with our [Fire Safety Policy](#).

Our Cleaning Teams (internal and subcontractors) who will:

Manage a programme of cleaning for communal areas specific to each scheme.

Our Community Safety Team who will:

Work directly with Neighbourhood Coaches, victims and perpetrators of anti-social behaviour and hate crimes in line with our Anti Social Behaviour and Hate Crime policy.

We will use customer insight to continually review and improve services:

- We will collate feedback from customers through Tenant Satisfaction Measures.
- Customer satisfaction and advocacy at Bromford is measured through our feedback programme. We carry out an annual relationship survey via telephone, to find out how customers feel about their overall relationship with us, their home and where they live. We also measure transactional interactions across various services from repairs to anti-social behaviour, contact services to neighbourhood coaching.
- We will gain customer insight through our Involved Customer Programmes - Customer and Communities Influence Network, Locality Influence Networks and Virtual Homeowners Panel.

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