

## Neighbourhood Management Policy

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| <b>Document ID/Version:</b>                                                                                                                                                                                                 | V1                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Executive Lead (Owner):</b>                                                                                                                                                                                              | Executive Director of Customer Services                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Policy Author:</b>                                                                                                                                                                                                       | Director of Neighbourhoods                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Strategic alignment:</b>                                                                                                                                                                                                 | This policy aligns to the regulatory framework and legal requirements as a registered provider. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Review frequency:</b>                                                                                                                                                                                                    | Every 3 years                                                                                   | <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Other (state period)          |
| <b>Previous review date:</b>                                                                                                                                                                                                | Legacy Paradigm 2024 – Legacy Settle September 2024                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Date policy approved:</b>                                                                                                                                                                                                | June 2026                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Policy approved by:</b>                                                                                                                                                                                                  | Executive Board                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Next policy review date:</b>                                                                                                                                                                                             | June 2029                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>IMPACT ASSESSMENTS</b>                                                                                                                                                                                                   |                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Equality Impact Assessment</b>                                                                                                                                                                                           |                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Completed?</b>                                                                                                                                                                                                           | <b>No</b>                                                                                       | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Yes</b>                    |
| <input checked="" type="checkbox"/>                                                                                                                                                                                         | <b>If not required, state reason:</b>                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Resident Impact Assessment</b>                                                                                                                                                                                           |                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| 1) Is this one of the agreed policies requiring resident consultation? Please refer to:                                                                                                                                     | <b>Yes</b>                                                                                      | <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>No</b>                     |
| 2) If yes, please confirm resident consultation has taken place                                                                                                                                                             | <input checked="" type="checkbox"/>                                                             | <b>Briefly detail changes arising from resident feedback:</b><br>Feedback highlighted the need to strengthen the policy to cover: <ul style="list-style-type: none"> <li>How the policy will be applied in practice.</li> <li>Strengthening wording on resident and Settle responsibilities.</li> <li>Reinforcing fairness, equality and respectful treatment.</li> <li>Linking the policy to neighbourhood plans and local priorities.</li> <li>Showing how feedback leads to visible action and improved communication.</li> </ul> These changes have been incorporated in the latest version of the policy. |                               |
| <b>APPROVAL - To show transparency and accountability, specify whether policies have been approved by the Board/Executive/Committee. Clear approval lines strengthen governance, ensuring assurance and accountability.</b> |                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Approval journey:</b>                                                                                                                                                                                                    | <b>Executive Team</b>                                                                           | <b>Committee</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Board</b>                  |
|                                                                                                                                                                                                                             | <input checked="" type="checkbox"/>                                                             | <b>Yes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Committee name(s)</b>      |
|                                                                                                                                                                                                                             |                                                                                                 | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Add name, otherwise state N/A |
| <b>Which Regulatory Standard does this Policy support?</b>                                                                                                                                                                  | <b>Economic</b>                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |
|                                                                                                                                                                                                                             | <b>Governance &amp; Viability</b>                                                               | <b>Rent</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Value for Money</b>        |

## Neighbourhood Management Policy

|                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                     |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|
|                                              | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/>            |
|                                              | Consumer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                                     |
|                                              | Neighbourhood & Community                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Safety & Quality         | Tenancy                             |
|                                              | Transparency, Influence & Accountability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                                     |
|                                              | <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Associated legislation</b>                | Housing Act 1988<br>Housing Act 1996<br>Housing and Regeneration Act 2008<br>Social Housing (Regulation) Act 2023<br>Anti-social Behaviour, Crime and Policing Act 2014<br>Crime and Disorder Act 1998<br>Environmental Protection Act 1990<br>Clean Neighbourhoods and Environment Act 2005<br>Equality Act 2010<br>Human Rights Act 1998<br>Domestic Abuse Act 2021<br>Protection from Harassment Act 1997<br>Regulator of Social Housing Consumer Standards, including the Neighbourhood and Community Standard 2024<br>Housing Ombudsman Complaint Handling Code 2024 |                          |                                     |
| <b>Associated procedures</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                     |
| <b>Where is this policy to be published?</b> | Website                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Intranet                 | Both                                |
|                                              | <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

# Neighbourhood Management Policy

## 1. Policy Statement

This Policy sets out how we deliver services in our neighbourhoods to ensure they are clean, safe and well-maintained. We want residents to feel proud of the communities in which they live and, through the visible presence of neighbourhood services, we can demonstrate our commitment to consistently meeting the standards we set.

In applying this policy, we will take a proactive and consistent approach, using resident feedback, local data and neighbourhood insight to identify priorities, plan our work and take visible action. We will be clear with residents about what we are responsible for, what we ask of them, and how we will communicate progress on the issues that matter most in their neighbourhood.

## 2. Objectives, desired outcomes and strategic alignment

This policy seeks to outline our approach to neighbourhood management, particularly emphasising that resident voice is central to effective neighbourhood management and that this feedback influences the approach we take. We will also make clear our work with partner organisations to ensure that we deliver neighbourhood services that meet local needs.

The policy supports the development and delivery of neighbourhood plans where local priorities have been identified through resident feedback, performance data, inspections, complaints, local intelligence and partnership working. These plans will help ensure our neighbourhood management activity is targeted, transparent and responsive to the different needs of the communities we serve.

The policy also demonstrates our commitment to the principles of the Social Housing Regulator's "Neighbourhood and Community Standard" to:

- Work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
- Identify and communicate to tenants the role we play as a registered social housing provider in social, environmental and economic wellbeing in the areas where we provide social housing and co-operate with relevant partners to fulfil this role.
- Work in partnership with appropriate local authority departments, the police and other relevant organisations to prevent and tackle anti-social behaviour and hate incidents.
- Work co-operatively with other agencies to tackle domestic abuse and enable tenants to access appropriate support and advice.

### 3. Scope

This policy applies to all residents living in a SettleParadigm home and or neighbourhood, including tenants, licensees, leaseholders and shared owners. This will include those properties which are managed through a managing agent, or where we work in partnership with other landlords or stakeholders to deliver key neighbourhood services.

Although anti-social behaviour, hate incidents and domestic abuse fall within our neighbourhood management remit, these issues are addressed in more detail in separate dedicated policies.

### 4. Policy Principles

#### **Neighbourhood Services**

We will manage our neighbourhoods in a way that is visible, fair and responsive. We will use regular inspections, resident feedback, local knowledge, performance information and contractor monitoring to identify issues early, prioritise action and focus our resources where they will make the most difference.

#### **SettleParadigm responsibilities**

We are responsible for the communal and external areas we manage. This includes keeping these areas clean, safe and well maintained, responding to neighbourhood concerns, monitoring contractors and managing agents, working with local partners and keeping residents informed about relevant local issues and improvements.

#### **Resident responsibilities**

Residents also play an important role in keeping neighbourhoods clean, safe and welcoming. We ask residents to follow the terms of their tenancy, lease or licence, dispose of waste correctly, report repairs or hazards, look after gardens, outside spaces where this is their responsibility. We also ask residents to keep communal spaces clear of personal belongings and free from health and safety hazards.

#### **What residents can expect from us**

##### **We will:**

- Provide clear information about the neighbourhood services we are responsible for and how residents can contact us.
- Keep communal and external areas clean, safe and well maintained, including cleaning, grounds maintenance and relevant communal spaces, including any necessary repairs.
- Make sure information in communal areas is up to date, including signage that explains how to report issues or contact us.
- Carry out regular neighbourhood inspections and risk-based block and Estate inspections, responding quickly to health and safety concerns and completing fire risk assessment actions within agreed timescales.
- Be visible and proactive in our neighbourhoods through activities such as neighbourhood action events and Big Door Knocks.
- Use resident feedback, local data and inspections to identify priorities and develop neighbourhood action plans where they are needed.

- Take action where an issue is our responsibility. Where another organisation is better placed to help, work with partners such as the police, local authorities and other landlords.
- Work with local partners to prevent and respond to anti-social behaviour, taking a supportive and victim-centred approach.
- Oversee contractors and managing agents who deliver services on our behalf, so residents receive a consistent standard of service.
- Aim to deliver communal services that are cost-effective and provide value for money for residents.

### **Resident Engagement**

We will involve residents in shaping neighbourhood services and local priorities by:

- Offering residents different ways to share their views and influence how neighbourhood services are delivered, monitored and improved.
- Using resident feedback and local data to identify where improvements are needed, such as cleaning, grounds maintenance, bins and recycling facilities.
- Work with residents, where appropriate, to shape neighbourhood improvement plans that reflect local priorities.
- Explaining how resident feedback has influenced our priorities. Where action is taken, we will share updates on progress and outcomes. If we cannot take the action requested, we will explain why and, where appropriate, signpost residents to the organisation best placed to help.

When we are developing or carrying out regeneration work, we will consult residents and the wider community so local views are considered. This may include issues such as design, parking, safety, accessibility, transport and how people move around the neighbourhood.

### **Working with Local Partner Organisations**

We will work with local partners, including local authorities, neighbourhood police, other housing providers and community organisations, to help keep neighbourhoods safe, well maintained and places residents can feel proud of.

### **Sustainability**

We will look for opportunities to improve the energy efficiency, biodiversity and environmental quality of the estates and communal areas we manage.

### **Desired Outcomes**

- Residents understand the neighbourhood services we provide and how to access advice or support.
- Neighbourhoods are clean, safe and well maintained, with issues identified early and resolved as quickly as possible.
- Residents receive a consistent standard of service, including where services are delivered by contractors or managing agents.
- Resident feedback helps shape neighbourhood priorities, improvement plans and service changes.

- Residents can see how services are performing and how their feedback leads to action and improvement.
- Local partners work together to address neighbourhood issues and support targeted improvements where they are needed.

### 5. Equality, Diversity & Inclusion

- We will deliver neighbourhood services fairly, respectfully and consistently, making sure residents are not disadvantaged because of their personal circumstances or protected characteristics.
- We will actively work to remove barriers to participation so residents can access services, report concerns and influence neighbourhood priorities in ways that meet their needs.
- We will consider reasonable adjustments and communication needs when engaging with residents, carrying out neighbourhood activity or responding to concerns.
- We will use resident feedback, complaints, service data and equality information to understand how this policy affects different residents and communities, including people with characteristics protected under equality legislation.
- Where we identify a risk of unequal access, treatment or outcomes, we will take action to improve fairness, accessibility and consistency in the way neighbourhood services are delivered.
- An Equality Impact Assessment has been completed and will be reviewed when the policy is updated, or sooner if evidence suggests the policy may have a different impact on particular residents or communities.

### 6. Roles and responsibilities

The **Executive Board** are responsible for:

- Reviewing and approving this policy.

The **Executive Director of Customer Service** is responsible for:

- Strategic oversight of this policy as policy owner.
- Ensuring a review is conducted every 3 years, or sooner should there be a material change or if a more frequent review is required.

The **Director of Housing Services**, is responsible for ensuring the policy is implemented effectively, reviewed appropriately, and aligned with organisational safeguarding and housing responsibilities.

The **Neighbourhood and Estates teams** are responsible for:

- Delivering day-to-day neighbourhood management services in line with this policy, including estate and block inspections, neighbourhood action activity and follow-up actions.
- Identifying neighbourhood priorities using resident feedback, complaints, local knowledge, service data, inspections and contractor performance information.
- Developing and monitoring neighbourhood action or improvement plans where local priorities, risks or service issues have been identified.
- Responding to neighbourhood concerns within agreed service standards and taking appropriate action where issues fall within SettleParadigm's responsibility.

- Working with residents, contractors, managing agents and local partners to resolve neighbourhood issues and improve the quality of communal and external areas.
- Monitoring cleaning, grounds maintenance, communal repairs and other neighbourhood services to support consistent standards and value for money.
- Keeping residents informed about relevant neighbourhood activity, progress on agreed actions and decisions where SettleParadigm is unable to take the action requested.
- Escalating health and safety concerns, anti-social behaviour, hate incidents, safeguarding concerns or domestic abuse indicators to the appropriate team, agency or process.
- Supporting performance reporting by maintaining accurate records of inspections, actions, resident feedback, engagement activity and service outcomes.

All **colleagues** are responsible for:

- Gathering feedback on neighbourhoods through events such as the Big Door Knock and Neighbourhood Action events.
- It is the responsibility of all those working on behalf of SettleParadigm, including colleagues, contractors and Board members, to report and be proactive about safety concerns they may suspect to be present in the neighbourhoods we manage, such as anti-social behaviour, hate incidents and domestic abuse.

## 7. Compliance/Key Performance Measures

We will monitor the effectiveness of this policy through a range of measures, including:

- We will monitor neighbourhood service standards through regular reporting, including performance information on areas such as inspections, communal services, resident feedback and agreed improvement actions.
- Residents will be able to access clear information about how neighbourhood management services are performing, including how we are performing against the Tenant Satisfaction Measures and relevant SettleParadigm standards.
- Compliance with this policy will be supported through internal assurance processes, including regular review against relevant regulatory requirements which are reported to our Executive Board and Resident Experience Committee, a subsidiary of the Common Board.

## 8. Related Policies, Procedures and Key Documents

- Tenancy Management Policy
- ASB and Hate Crime Policy
- Noise Management Policy
- Domestic Abuse Policy
- Safeguarding Policy
- Equality, Diversity and Inclusion Policy
- Customer Care and Reasonable Adjustments Policy
- Neighbourhood and Community Standard

## 9. Version Control

| Version control |         |                 |                                          |
|-----------------|---------|-----------------|------------------------------------------|
| Date            | Version | Approved By     | Details of Amendments                    |
| June 2026       | V1      | Executive Board | New integrated policy for SettleParadigm |
|                 |         |                 |                                          |