



NCHP123- Neighbourhood Management Policy

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Scope of document	Role of Nottingham City Homes in maintaining and improving the neighbourhoods associated with their homes			
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Teams Affected	Tenancy & Estate Management Services Risk Management Asset Management All NCH staff who visit our estates			

1.0 Introduction and background

- 1.1 This policy describes our approach to maintaining and improving the neighbourhoods associated with our homes. The policy also includes any communal areas associated with Nottingham City Homes properties. .
- 1.2 For the purposes of this document “Nottingham City Homes” means Nottingham City Homes Ltd and associated family of companies and properties that are owned and managed by Nottingham City Homes
- 1.3 Nottingham City Homes is ambitious for both our tenants and the estates we manage. Our vision is to create “Homes and places where people want to live” and our Neighbourhood Management Policy will inform our approach to each of the individual Area Committee boundaries across the City where we have or manage our housing stock.
- 1.4 Nottingham City Homes is clear about the direct connection that exists between how we manage our neighbourhoods and the effect it has on the health and well-being of our residents. We want to create successful and integrated neighbourhoods where residents will be proud to live and work.
- 1.5 Attached to this document are separate appendices that outline our plans for each area of the City as defined by the current Area Committee boundaries.
- 1.6 Each of these plans are different because they reflect the differing challenges and opportunities that we have to manage and improve the stock in those areas. They also differ because they have been devised by consulting with local residents, ward members and board members. We have further consulted our street and block champions, analysed and incorporated STAR surveys and grounds maintenance feedback and used feedback from our “5 star estate” tenant led inspector programme to devise these plans.
- 1.7 The plans will be revised and improved over time as we obtain further tenant feedback and feedback from other sources. They will also be informed by local action plans devised by our partners and other agencies.
- 1.8 One of our aims is to improve 25% of our estates where we have stock to the “five star standard” by the end of our current corporate plan. Our five star inspection process is one of the key drivers for the company to achieve our aims of safe, clean, well-managed neighbourhoods.
- 1.9 Our sole shareholder Nottingham City Council has an aim to become a Carbon Neutral city by 2028. We will aim to ensure that the improvements outlined in the appendices are carbon neutral where possible or offset any

environmental concerns with appropriate planting or other measures to reduce our carbon footprint

1.10 Related documents include the following:

- Communal Areas Policy
- Estate Inspection Procedure
- Environmental Improvements Procedure
- Garage Management Procedure
- Grounds Maintenance and Garden Assistance process.map
- Tree Services process map
- Communal repairs process map
- Alleyways process map
- Street and Block Champions process map
- Mobility Scooter Storage and Use Policy
- Five star Ace Inspectors flowchart
- Eyes Wide Open process map
- Tackling Anti-Social Behaviour and Crime Strategy
- Responsible tenant reward scheme
- Decent Neighbourhoods Design Guide

There are also a number of Policies and Procedures which are owned and administered by our partners which are of relevance to this policy. These include

Local Ward Plans

Respect Action Plans

2.0 Scope

- 2.1 This Policy applies to all neighbourhoods where Nottingham City Homes has a responsibility (either exclusively or in part) for the condition of the neighbourhood. The policy also applies to any communal areas associated with our homes.
- 2.2 The Policy explains our roles and responsibilities, how we involve local residents and our approach to different facets of neighbourhood management.
- 2.3 This policy will comply with the Regulator's Neighbourhood and Community Standard through partnership working with our tenants and external organisations and our commitment to keeping neighbourhoods and communal areas clean and safe.

3.0 Responsibilities

- 3.1 The Assistant Director, Tenancy and Estate Services has overall responsibility for ensuring that our neighbourhoods are well managed and desirable places to live
- 3.2 The Caretaking Team Manager is responsible for ensuring we get best value for money and effective service delivery from our partners who are responsible for the condition of the neighbourhoods
- 3.3 The Area Housing Managers are responsible for developing action plans to improve neighbourhoods and to work in partnership with other agencies to ensure safe, clean and attractive neighbourhoods.
- 3.4 The Stock Investment Manager is responsible for the delivery of significant improvement to the neighbourhoods that will have a positive impact on the visual appearance of the estate and our assets.
- 3.5 The City Managers (North and South) are responsible for adequate resourcing and ensuring we have effective plans in place to deliver this policy.
- 3.6 The Tenant and Leaseholder Involvement Manager has overall responsibility for ensuring our residents are engaged and help to shape our approach to neighbourhoods. They are also responsible for developing our tenant street and block champions
- 3.7 The Housing Patch Managers are responsible for carrying out regular proactive inspections to our neighbourhoods and reporting on any issues they find and helping to devise action plans where there are significant issues.
- 3.8 All NCH staff have a responsibility under our “Eyes Wide Open” initiative to report issues in the neighbourhoods that they find while carrying out their duties, even if their duties do not directly relate to managing our estates.

4.0 Neighbourhood Management

- 4.1 Nottingham City Homes sees effective neighbourhood management as a positive partnership between ourselves, our tenants and residents and other partners working in the neighbourhood
- 4.2 We expect our tenants and residents to report issues on their estates, keep their gardens and homes tidy and to not behave in a way that will bring a detriment to their neighbourhood. We have a number of tenant volunteer street and block champions who we encourage to report on behalf of other residents any local issues that cause detriment.

- 4.3 We expect our partners to work with us to maintain and improve our neighbourhoods and to share with us their goals and priorities so that we can make most effective use of our partnerships.
- 4.4 We will take a principled approach to the various aspects of neighbourhood management. This does not preclude us from taking more specific, other or tenant led approaches in relation to these aspects of neighbourhood management, as the opportunity and necessity arises.

5.0 Measurements

- 5.1 Nottingham City Homes will use a number of measurements to determine if the neighbourhood policy is successful in each of the Committee wards. These measurements include but are not limited to:

Sustainability figures and void rates

Tenant Satisfaction with neighbourhood per ward - STAR 039

Satisfaction with opportunities to participate (STAR 020b) per ward

Neighbourhood Desirability per ward

Number of estates achieving five star status

Tenant satisfaction with their neighbourhood as a place to live (STAR survey)

% of neighbourhood assessments meeting 5 star ACE Inspector rating
(Quarterly target)

% of high rise blocks which are 5 star rated (Quarterly)

Tenant satisfaction with the grounds maintenance in their area (STAR survey)

% of Garages that are vacant - NCH Result

- 5.2 We will monitor customer satisfaction of service delivery through periodic surveys and by analysing trends in complaints, comments and compliments

Document Change History

Date	Issue No.	Section/Page	Details of Change	Authorised by