

Good neighbourhood management policy and procedure

Version: 2.0

Document owner: Head of Service Improvement

See also:

Date last reviewed: March 2025

Date due for next review: March 2028

This Policy will be applied in a way that will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

| Version number | Amendment | Amended by | Date |
|----------------|---|------------------|--------------------------------|
| 1.0 | Following the publication of the Housing Ombudsman's Spotlight on Noise report, this policy was developed. It brings together various aspects of policies already in place. | Annette Morrison | 25 th July 2023 |
| 2.0 | Merged with Estate Management policy | Annette Morrison | 28 th February 2025 |
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1. Introduction

- 1.1** This Neighbourhood Management policy and procedure aims to establish good neighbourhood relationships by outlining residents' rights and responsibilities regarding various aspects of community living.
- 1.2** This policy outlines the process for maintaining our estates and provides guidance on the inspection process, estate improvements and the roles and responsibilities of the Neighbourhoods team.
- 1.3** Newlon aims to promote mutual respect, consideration, and the overall well-being of all residents, so that residents can contribute to a positive and enjoyable community experience.
- 1.4** The Good Neighbourhood Agreement is attached to all tenancies issued, which outlines expectations for residents living in Newlon properties.

2. Estate Inspections

We will maintain high standards on estates through contracting a partner to inspect regularly. Where estates fall below a satisfactory standard an action plan will be developed. We will also ensure there are opportunities for residents to provide feedback and we will consider improvements based on their suggestions.

2.1 Estate inspection programme

The estate inspection programme is set as part of the contract and the details are held by the Neighbourhoods Team. A contract is awarded to a supplier to deliver this programme. This service is known as the 'Estate Inspection Service'.

2.2 Estate inspection

The Estate Inspection Team will report to the Neighbourhoods Team and be responsible for carrying out inspections on Newlon's behalf. Their duties include:

- Raising estate actions.
- Check on the quality of cleaning and gardening.
- Reporting repairs.
- Updating and checking information in notice boards.
- Grading estates.
- Identify risks in communal areas such as items impeding means of escape.
- Checking equipment such as Automatic Opening Vents (AOVs.)
- Checking CCTV cameras to confirm that they are working at each inspection
- Identifying Anti-Social behaviour (ASB) concerns.
- Checking play equipment – ensuring repairs reported and carrying out an annual inspection for insurance purposes.

Any issues that are identified in the process of an estate inspection will be logged into DYNAMICS using the mobile application. These will be routed via DYNAMICS to the appropriate staff member or contractor.

The Estate Inspection Team is responsible for checking that actions raised at previous inspections are completed to the required standard. Where they find work has not been completed or work that is substandard, this will be routed to the relevant team responsible for this service area to review, using the 'Escalation' feature in the mobile DYNAMICS application.

Any Estates Actions raised by the Service Centre that have been sent to cleaning contractors will be visible on the Estate Inspection team's app. These actions will be closed when the inspectors have confirmed that the action has been completed.

- 2.3** The Neighbourhoods Officer/Resident Involvement team are responsible for identifying residents to participate in estate inspections. The RI team will manage the Resident Inspectors overall, to ensure there is adequate coverage for schemes and that schemes are not already covered. Once the Resident Inspector has received training, they will be put in touch with the Estate Inspectors who will plan for the Estate Inspection Team to inspect with them, Resident Inspectors can also carry out these inspections on their own.

2.4 Grading

The Estate Inspection Team is responsible for grading estates following completion of inspections.

Grading: A = Good; B = Fair; C = Poor

If an estate is graded as 'Poor' the Neighbourhood Officer is responsible for drawing up an estate action plan which is managed by the Estate Services Officers. This should be stored on Dynamics for the relevant block as a comment case

There are a range of reasons that an Estate could be graded as 'Poor' and examples of potential corrective action:

| Issue | Corrective Action |
|---|---|
| General state of disrepair or poor decorative condition | Recommend building for Cyclical programme. |
| Consistently poor cleaning standard | Refer to either Senior Neighbourhoods Officer, or Head of Neighbourhoods to implement improvement plan or apply contractual penalties. |
| Persistent vandalism or nuisance problems affecting estate appearance or condition. | Work with Investigations to draw up a plan. This could involve Tenancy Compliance liaising with Safer Neighbourhoods team if there are issues such as youths in the communal areas or re-siting CCTV, improving security etc. |

2.5 Monitoring inspections and outcomes

The Estate Inspection Service will report to the Neighbourhoods Team. Assistant Director for Customer Services will set key performance indicators (KPIs) as part of the contract and performance will be monitored by the Head of Homes & Neighbourhoods.

The Neighbourhoods team will monitor estate actions via the dashboard on DYNAMICS and cases to ensure that they have been managed in a timely manner and in line with service standards. Any concerns about the performance of a particular contractor will be raised by the Senior Neighbourhoods Officer in the next contract monitoring meeting.

2.6 Estate action plans

Neighbourhoods Officers are responsible for putting in place an Estate Action Plan where an estate has been graded 'Poor'. The Estate Action Plan will be used by the Neighbourhoods Officers to log improvement requests and ongoing issues on the estate.

The Neighbourhoods Officer is responsible for updating the Estate Action Plan. As part of this, they should undertake a regular analysis of the number and type of estate actions raised on each estate, identifying any trends such as recurring issues and concerns with contractors. For instance, this may be regular vandalism or a door entry system that fails regularly. These should be noted on the Estate Action Plan and only removed when resolved.

Action plans should include clear dates and should be made available to residents on the portal (as at Jan 25 this is still in planning) or on request.

2.7 Estate improvement

Where a resident or staff suggest estate improvements these will be considered by the head of Neighbourhoods based on budget availability. For improvements that require resident consultation the Neighbourhood Officer will decide whether the residents should be consulted via a meeting, survey or a letter.

2.8 Contract management

The Assistant Director for Housing Services will be responsible for the management of contracts relating to:

- Cleaning.
- Grounds maintenance, living roofs are included in this.
- Parking (this is outsourced, rather than a contract.)
- Estates Services including Concierge (who are responsible for the monitoring of CCTV and reporting of faults to CCTV only, rather than the servicing & repairing of the equipment.)
- Removal of items from communal areas in line with FRAs, following TORT processes (see Appendix 1 for more details.)

KPIs will be collected, and meetings held with each supplier in line with the contract.

Contractor performance will be reported to the Executive Team if this becomes a concern.

The Senior Neighbourhoods Officer is responsible for ensuring that:

- DYNAMICS is updated with the new contracts and details of the supplier.
- All contracts are listed in the Contracts Register.
- Copies of signed contractual documentation and tenders are kept in the Delta eSourcing portal. Other related documentation can be found within the Procurement shared drive.
- Supplier invoices are paid within the terms of the contract.

3. Allocations

Where Newlon is aware that there is a history of reports relating to noise transference or Anti-Social behaviour (ASB), we will liaise with the local authority around a sensitive lettings approach. For example, where there has been known noise transference from the flat above to the flat below, Newlon will aim to avoid allocating to a family with small children.

All local authorities have been written to in light of the Spotlight on Noise report requesting that information is shared about prospective residents.

4. Parking

The following are the broad principles that Newlon have adopted in relation to the management of parking spaces within their responsibility, as outlined in more detail in the Parking policy.

Where there are designated parking areas or allocated parking spaces on estates managed by Newlon, residents have the right to use these, if permitted to do so. Residents must park only in the designated areas, avoiding obstructing driveways, access roads, or emergency exits. Vehicles must be taxed, have a valid MOT certificate, insured, and in roadworthy condition. Residents must adhere to any additional parking regulations enforced by local authorities.

In addition, the following rules apply to all those parking at Newlon schemes:

- If the vehicle is off the road a SORN (Statutory Off-Road Notification) certificate must be produced.
- If a vehicle is off the road for longer than 12 months, it must be removed.

Where there has been reports of ASB such as parking in the wrong bays or speeding in the car park or playing loud music causing a disturbance to others, this matter will be initially investigated by the Neighbourhoods team. Neighbourhoods will check with the parking contractor as to who owns the car associated with the Anti-Social behaviour. Once the details are provided, in the first instance, the resident should be warned that there have been complaints and that they will have their parking permit removed if repeated.

Where there has been no improvement and there are further complaints then the resident should be advised that the parking permit will now be removed, and the neighbourhood team will instruct the parking contractor. Some cases will be taken forward as a breach of tenancy depending on the severity, this will be managed by the Income and Investigations team.

5. Pets

- 5.1** The following are the broad principles that Newlon have adopted around pets, as outlined in more detail in the Pets policy. Most of our properties have a no pets policy, this will be made clear in advance of a resident moving into a property.

Assistance dogs will be exempt from the no pets policy though permission will still be required. Residents are responsible for their guests and ensuring that their guests do not visit a 'no pet scheme' with pets.

5.2 Schemes where pets are allowed – the following rules apply:

- Where pets are allowed tenants must still ask for permission.
- The property/environment must be suitable for pets for permission to be granted.

- Permission will not be granted for pets where there are already more than two animals at the property (except for small, caged animals and fish).
- Permission will not be granted for animals which require a special licence because it is unusual or potentially dangerous.
- Permission is conditional on residents looking after their animals responsibly.
- Permission can be withdrawn if the animal becomes a nuisance or there is evidence of maltreatment.

5.3 The following conditions apply:

- Tenants must clean up after their pets.
- Pets and properties should be kept in a hygienic manner to avoid unpleasant smells or health risks.
- Pets should be chipped, and cats neutered.
- Residents must ensure their pets are well-behaved, do not pose a threat to others, and do not cause excessive noise or nuisance and that they make adjustments to prevent noise becoming a nuisance for neighbours.
- Pets must not be used to breed.
- Pets must not be left unattended for more than 24 hours (for dogs this is no more than 4 hours).
- Dogs must be on a lead when staff/contractors visit and when in public.
- Dogs must wear a tag.
- Dogs must not a dangerous dog breed as defined by the Dangerous Dog Act 1991.
- Residents have the right to keep pets, subject to specific regulations, where applicable.

5.4 Withdrawal of permission

If a pet is causing a nuisance or danger, then permission will be withdrawn. Permission can be withdrawn if any of the following occur:

- Excessive barking/noise.
- Dogs roaming without a lead or being used to intimidate people.
- A tenant fails to report if their animal is registered under Dangerous Dog Act 1991.
- A tenant does not appropriately dispose of their pet's fouling.
- A tenant has more than the maximum number of permitted pets.
- The keeping of other animals without adequate facilities.
- Where pets are not looked after adequately/are neglected.

5.5 Pet companions

On an exceptional basis Newlon will consider applications for permission to keep companion cats/dogs. Supporting evidence to demonstrate why they require such a companion will be required and how this will positively impact on them, as well as the completion of the Pet Agreement. Where the scheme does not allow pets, and the resident has submitted medical documents, the case should be assigned and managed by

the Neighbourhoods team. Standard letters relating to this applications are on Dynamics.

They will still be required to meet the conditions outlined above

6. Parties, barbecues (BBQs) and gatherings:

- 6.1** Where a resident wishes to host a social gathering within their homes, they should ensure the following:
- Residents must ensure that their parties and gatherings do not disrupt the peace and quiet of others.
 - Noise levels must be kept at a considerate level, especially during late evening hours.
 - It is expected that neighbours would be approached in advance of the event to be advised of this gathering.
 - Regular social gatherings causing a disturbance to others will be treated as ASB.
 - Barbecues are not permitted on residents' balconies due to fire risk.

7. ASB and noise

- 7.1** Residents must be considerate of their neighbours' need for peace and quiet. Excessive noise particularly during nighttime hours, should be avoided. Musical instruments, televisions, and other electronic devices should be kept at reasonable volumes.
- 7.2** Where a resident reports low-level issues in the communal areas, and the perpetrator is unknown this will be initially logged as a Community concern for the Neighbourhoods team to investigate
- 7.3** The Neighbourhoods team and Investigations will meet regularly with Building Services and Repairs to discuss ASB hot spots, where there has been reports of ASB, or vandalism to doors, bins etc. Where ASB hotspots have been identified from the data from Dynamics, an action plan will be developed to address the issues.

8. Use of communal areas

- 8.1** Residents have the right to utilise and enjoy communal areas, subject to any specified rules or limitations.
- Residents must use communal areas in a respectful manner and leave them in a clean and tidy condition.
 - Parents and guardians are responsible for supervising their children and ensuring their safety while playing, as well as ensuring that they respect the rights and privacy of other residents and avoid causing damage or disturbances.
 - Any damages caused to communal property must be reported to Newlon promptly.
 - Residents must comply with any rules or regulations set by Newlon regarding the use of communal areas.
 - Residents should not leave any items in the communal area, as this can be a fire risk as well as a potential threat preventing an easy exit in the event of a fire. Newlon will arrange

for the removal of these items following the TORT process. (See Appendix 1 of Estate Management Procedure).

- Residents are not permitted to charge items in the communal areas such as bikes and scooters.

9. Bike Stores

The Neighbourhood Team are responsible for carrying out bike audits where there is bike storage to ensure that there are no abandoned bikes, this will follow the TORT process largely, as well as communications being sent to the residents of that block. Wherever possible the bikes will be recycled.

10. Allotments

Guidance for Allotments

De Havilland Court - There are 16 allotment spaces on the top of De Havilland Court.

Only residents from the block where the allotments are can request an allotment space via email to the Neighbourhoods Team. If all spaces are taken residents can be placed on the allotment waiting list and will be contacted when a plot becomes available.

Once the resident has been allocated an allotment space the Neighbourhoods Team will contact them to make an appointment to visit the office and sign an Allotment Tenancy Agreement.

Residents must agree to use the allotment space for a minimum of two years and a maximum of three. Stipulations on what can and cannot be grown are listed on the tenancy agreement.

Residents must pay £5 per year for use of the allotment space, the first payment must be made in advance, after this payment must be made on 1st April. The Neighbourhoods Team will periodically check the allotments, and any resident found to be misusing the allotment will have their allotment taken away and fob access deactivated.

Residents can pay for their allotment space either by making payment via reception or over the phone. If taking a payment over the phone the “one off” payment code ALLOT should be used. Once payment has been taken and the tenancy agreement signed the resident will need to visit the Concierge Team at De Havilland Court with a copy of their Allotment Tenancy Agreement to arrange fob access. All payments will be taken by Service Centre.

Barnsbury - There are 18 allotment plots in Samford House available only to Barnsbury Estate residents at £15 per annum. There are also 12 plots in New Barnsbury, behind Barnsbury community centre available to Barnsbury tenants and members of Islington Bangladeshi Association (LBI) as that is a joint venture. Holders are required to pay £15 p.a. LBI pay for their members.

Payment can be made over the phone or face to face.

To be a holder, tenants are required to complete the Allotment Licence Agreement form for Barnsbury and abide by the terms and conditions. Interested tenants should contact Barnsbury by calling us on 0207 833 2525 or coming in to see us at the office. They can also email us via Barnsbury@newlon.org.uk and a member of the Barnsbury Team will be happy to take their request forward. Getting a plot is dependent on availability.

Lascar/Guinea. There are 21 plots here, they are available for use by the residents living at this scheme and residents interested in using these should contact the Neighbourhoods team.

11. Green Roofs

Neighbourhoods are responsible of the maintenance of green roofs, which is carried out twice a year in March & October. All green roofs should be recorded on Property Attributes, along with any warranties/guarantees. All contractors managing this must be compliant with regulations around working at heights and are required to provide before and after photos to evidence the work that has been done.

Like other roofs these should be recorded on the Asset register for planned replacement.

12. Communal Utilities

The Neighbourhood team are responsible for procuring utilities contracts for the communal areas that Newlon is responsible for, this is usually done via a broker to ensure the best value for money can be achieved. The team are also responsible for paying the utility bills for communal areas.

13. Summary of potential action to be taken, depending on severity of situation

| Issue | Where to report if there is a concern | Initial Investigation | Options for Newlon or Resident – Low Impact | Options for Newlon or Resident – High Impact |
|-----------------------|---|--|--|--|
| Parking | Initial report to Service Centre who will then pass it on to the Neighbourhoods team. | Newlon will need to establish who the resident is, which may involve contacting the parking contractor. | Contact resident who is responsible. | Where there is a serious breach, staff may visit, or permit may be withdrawn or action taken against tenancy. |
| Pets | Initial report to Service Centre who will pass it on to the Neighbourhoods team. | Newlon will need to establish who has the pet, collate the full picture of what the concerns are and whether the person has permission for the pet. | Contact resident who is responsible. | If it is clear that conditions for permission have been breached, options may be to withdrawn permission or action against tenancy will be taken. Possibly ask to keep diaries. |
| Parties, BBQs, | If resident has been approached and there has been no change, initial report to Service Centre. | Newlon will need to ascertain whether it is a one off incident or a pattern of behaviour, this will be dependent on the information provided about the frequency of the incidents. | Use 'Dear Neighbour' card or speak to person who held party where this is a concern. | Ask for diary sheets where this is a pattern of behaviour. Action could be taken against tenancy where there is clear evidence of a serious breach. Resident will be asked to report to Environmental Health/noise pollution in LA, and use The Noise App in some cases. |

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|----------------------------------|--|---|---|---|
| Noise | Initial report to Service Centre who will pass it on to Income and Investigations. | We will need to ascertain whether it is a one off incident or a pattern of behaviour, this will be dependent on information provided about the frequency of the incidents and whether it is noise or ASB. | Action could be to speak to the person who is responsible for the noise where this is a concern or assist with mediation. | Ask for diary sheets where this is a pattern of behaviour. Action could be taken against tenancy where there is clear evidence of tenancy breach. |
| Misuse of communal areas. | Initial report to Service Centre who will pass onto the Neighbourhoods team. | Newlon will need to establish the severity, regularity and whether there are any Health and Safety implications. | Where serious misuse is occurring, consider taking action against tenancy. | Removal of items, write to resident responsible, text residents where it's unknown who is responsible. |

14. Estate information

The Neighbourhood Officers are responsible for maintaining information about their estates in DYNAMICS. This includes information such as:

- Gate codes.
- Cleaner.
- Gardener.
- Green/blue/brown Roof contractor details
- Bin collections & what bins are onsite for rubbish/recycling etc.
- Type of Estate Inspection Service and patrol frequency.

At the point of handover of a new scheme the Housing Projects Manager is responsible for loading any scheme data and contract information into DYNAMICS – Property Attributes. This must be done a month in advance of the noted handover date.

If an existing contract has a general change the team managing that contract is responsible for updating the information in DYNAMICS - Property Attributes. For example, if Building Services change the door system and codes they will be responsible for updating this on Dynamics.

The contractor responsible is noted within Property Attributes, with further details recorded in the contractor directory.

At least two weeks before a contract is due to expire, the Service Centre should be notified by the contract manager that there is going to be a change of information.

15. Consortium schemes

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|-------------------------|---|
| Name of scheme | Buxhall |
| Lead association | Newlon are lead association, with Zoozax managing a number of properties and Southern managing remainder |
| Cleaning | Cleaning – Newlon are responsible for cleaning their areas |
| Gardening | Gardening - Newlon are responsible for cleaning their areas. however Southern Housing manage and maintain the trees outside their blocks and the palm tree to the side of their building. Xuxau are responsible for maintaining the left hand side of the slope by the stairs leading from main road into the estate. |
| Repairs | Roads here are adopted so repairs to roads will be responsibility of Hackney. Lamp posts – there are 4 lampposts on the estate which are NHT responsibility: <ul style="list-style-type: none"> • 2 by the railway line - they are painted grey/silver • 2 others – 1 by the Xuxau block and 1 within the landscaped area alongside the stairwell. • All other lampposts are the responsibility of Hackney council. |
| Other | Play Area – We do maintenance and insurance |
| Service charges | Need to confirm that we recharge other landlord for play area. |

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|-------------------------|---|
| Name of scheme | Lee Conservancy |
| Lead association | This has 5/6 landlords with mix of tenure. L&Q (formerly known as Ujima) ; Shian; Clarion (formerly known as Circle); Places for People (formerly known as Kush) and Notting Hill Genesis. |
| Cleaning | Cleaning – Newlon are responsible for cleaning their areas |
| Gardening | Cleaning – Newlon are responsible for cleaning their areas |
| Repairs | Repairs – Lampposts – Pest control – |
| Other | Play Area – We do maintenance and insurance |
| Service charges | Need to confirm that we recharge other landlord for pest control and repairs to lights |

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|-------------------------|---|
| Name of scheme | Clapton Park - Sunnyhill, Keyworth, Ruddington and Hazlewood Close (the latter two are not within Newlon's responsibility) |
| Lead association | Places for People, Sanctuary and Newlon. |
| Cleaning | Cleaning – Newlon are responsible for cleaning their areas. Need to be clear about who cleans/gardens towpath area. |
| Gardening | Gardening - Newlon are responsible for cleaning their areas. Need to be clear about who cleans/gardens towpath area. |
| Repairs | Repairs –Roads (Sunnyhill Close and Keyworth Close) here are adopted so repairs to roads will be responsibility of Hackney. |

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|------------------------|---|
| | Lamp posts – some of these but not all are ours. (Check) |
| Other | Play Area – We do maintenance and insurance |
| Service charges | Need to confirm that we recharge other landlord for play area and if we do repairs/cleaning etc on towpath. |

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|-------------------------|--|
| Name of scheme | German Hospital We manage Burdon and Thompson Crt |
| Lead association | |
| Cleaning | |
| Gardening | |
| Repairs | |
| Other | |
| Service charges | |