



NCHP136 - 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 the management of our neighbourhoods.
- 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 One of our aims is to continue to improve our estates to the “five star estate quality standard”. Our five star inspection process is one of the key drivers for the company to achieve our aims of safe, clean, well-managed neighbourhoods.
- 1.6 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
- 1.7 Related documents include the following:
 - Communal Areas Policy
 - Tackling Anti-Social Behaviour and Crime Strategy
 - Responsible tenant reward scheme

There are also a number of Policies and Procedures that are owned and administered by Nottingham City Council which are of relevance to this policy. These include:

Local Ward 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. Nottingham City Homes manages such Housing Revenue Account land and open spaces on behalf of Nottingham City Council
- 2.2 The Policy explains our structure and how we involve local residents in 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 Neighbourhood Management and Partnership Working

- 3.1 Nottingham City Homes sees effective neighbourhood management as a positive partnership between ourselves, our tenants and residents and other partners working in the neighbourhood. We have a clearly defined partnership structure in place with Nottingham City Council and other partners across the City.
- 3.2 Nottingham City Homes has active representation from the Tenancy and Estate Management team at all Area Committees and Neighbourhood Action Tasking (NAT) meetings across the City and the service is structured and aligned to these partnership boundaries to ensure effective joint working practices
- 3.3 Our Housing Patch Managers carry out regular pro-active inspections of the neighbourhoods, identifying and resolving any health and safety issues, in partnership with NCC, and also identify and develop environmental improvements schemes
- 3.4 Environmental Improvements Schemes are aimed at improving the visual appearance or security of the estates and are presented for consultation and approval at Area Committees. All partners work together to locally problem solve issues at NAT meetings including issues with the built environment or other environmental issues.

- 3.5 Larger scale neighbourhood improvements are delivered by our “Decent Neighbourhood” Programme. This programme defines our approach to working with local councillors, residents and the wider community to improve the safety, attractiveness and design of our estates and homes including works such as new fencing projects, paving improvements and external improvements to tenant’s homes.
- 3.6 This programme is supported by the Neighbourhood Design Guide, based on our estate and stock archetypes to ensure that the improvements carried out are in keeping with the neighbourhood character.
- 3.7 Our Grander Designs programme transforms our independent living schemes across the city and delivers a full makeover to the visual appearance of both the buildings and the surrounding landscapes and amenity land.
- 3.8 We have committed investment in our estates of £7.7 million per year over the next five years through our capital programme. . This represents substantial investment that will have a significant impact on the long-term visual appearance of our estates and associated built environment.
- 3.9 Nottingham City Council retains responsibility for maintenance of common amenity land on behalf of NCH under the terms of service level agreements.
- 3.10 Nottingham City Homes will continue to work with and support Nottingham City Council to identify and deliver a number of green flag awards across the City including green flag estates wherever possible. The community green spaces and estates awarded or working towards achieving an award will provide a significant benchmark for the visual appearance of the local environment
- 3.11 Nottingham City Homes’ Involvement Structure offers a wide variety of opportunities to participate and specifically includes the ACE Inspector and the Street and Block Champion volunteer role, who both make a positive contribution towards assessing and working with NCH to improve our neighbourhoods.
- 3.12 We support our tenants, community groups and volunteers to improve their local area. Local community groups deliver a wide range of initiatives that help to improve the appearance of their estates through initiatives such as the Garden Club and delivery of community green projects. This is supported by our Making A Difference grant funding.. Our active Young Inspector Programme encourages younger residents to get involved in rating and

improving their local environment and we aim to further expand this programme

3.13 All Nottingham City Homes staff also 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

3.14 This Policy will be underpinned by a number of Neighbourhood Improvements Plans to direct improvements that positively impacts on our neighbourhoods

4.0 Measurements

4.1 Nottingham City Homes will use a number of measurements to determine if the neighbourhood policy is successful. These measurements include but are not limited to:

- Sustainability figures and void rates
- Tenant Satisfaction with neighbourhood per ward
- Satisfaction with opportunities to participate per ward
- Neighbourhood Desirability per ward
- Number of estates achieving five star status
- Tenant satisfaction with their neighbourhood as a place to live
- % of neighbourhood assessments meeting 5 star ACE Inspector rating
- % of high rise blocks which are 5 star rated
- Tenant satisfaction with the grounds maintenance in their area
- % of Garages that are vacant

4.2 We will also 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