



POLICY

**NEIGHBOURHOOD
MANAGEMENT**

Wellhouse - The Place to Be

Draft Policy Created: December 2022

Date of Last Review: November 2019

Date of Current Review: December 2022

Date of Next Review: December 2025

Reviewed by: Housing and Customer
Service Manager

We can produce this document in different formats, for instance, in larger print, Braille or audio-format; we can also translate this document into specific languages, as appropriate.

Section	Content	Pages
1.	Vision and Values	3
2.	Governance	3
3.	Policy Aims	3
4.	Equal Opportunities Statement	4
5.	Legislation	4
6.	Scottish Housing Charter	5
7.	Our Principles and Standards	6
8.	The Policy	7
9.	Monitoring and Performance Management	11
10.	Consultation	11
11.	Complaints	12
12.	Review Timeframe	12
13.	General Data Protection Regulation	12

Linked Policies/Procedures

1.	Equality and Diversity Policy
2.	Openness and Confidentiality
3.	Tenant Participation Strategy and Action Plan
4.	Complaints Policy
5.	Anti-social Behaviour Policy
6.	Allocations Policy
7.	Repairs and Maintenance Policies
8.	Data Protection

1. Vision and Values

Wellhouse – the Place to Be

Our neighbourhood management policy supports our vision of Wellhouse as an attractive place where people feel safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community. It does this by setting out how we will manage a range of services to maintain and improve conditions within our neighbourhood.

The policy is underpinned by our strategic values of Trust, Honesty, Integrity, Excellence, Accountability and Sustainability.

2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by our Management Committee.

Our neighbourhood management policy has been approved by the Management Committee. and they will monitor its implementation, to ensure that it delivers against our strategic aims, promotes our strategic values and delivers against our agreed service standards.

3. Policy Aims

This policy aims to:

- Create a successful, thriving and safe Wellhouse
- Encourage and support local people to enjoy living here
- Manage and maintain the local area to a high standard
- Support our customers to look after the area
- Support customers who are experiencing problems with their neighbours or in the community
- Support customers to sustain their tenancies

We expect our customers to meet their obligations under the Tenancy Agreement and work with us to make **Wellhouse the place to be**. The policy aims to encourage tenants to:

- Keep their own home in a reasonable state of cleanliness and decoration
- Take reasonable care to prevent damage to their property, their neighbour's property and common areas
- Tell us as soon as reasonably possible about any damage to the house and common areas

Additionally, the Policy sets out how we:

Trust Honesty Integrity Excellence Accountability Sustainability

- Take action in response to any complaint or concern
- Seek feedback on our policy
- Report on our policy and communicate with our customers
- Monitor and review our policy

4. Equal Opportunities Statement

We aim to ensure that all our services provide equality of opportunity.

We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

We will promote equality and diversity throughout our neighbourhood management policy and related procedures by:

- providing accurate and clear information to customers about our neighbourhood management policy
- using interpreters for people from black and minority ethnic groups, or for disabled people, as appropriate
- working in partnership with the Glasgow City Council to address homelessness and to promote social inclusion
- responding to the different needs and service requirements of individuals (including those with protected characteristics)
- monitoring our neighbourhood management services to ensure that our services prevent any form of discrimination, as well as promoting awareness of equal opportunity matters

5. Legislation

The following legislation is relevant to this policy:

- The Housing (Scotland) Act 1987 (as amended)
- The Housing (Scotland) Act 2001
- The Housing (Scotland) Act 2010
- The Housing (Scotland) Act 2014
- Equality Act 2010
- Equality Act 2010 (Specific Duties) (Scotland) Regulations 2022
- Data Protection Act 2018
- Human Rights Act 1998
- Freedom of Information (Scotland) Act 2002
- Regulation of Investigatory Powers (Scotland) 2000
- Dog Fouling (Scotland) Act 2003

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012, was reviewed in 2019 and 2022. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

There are 8 outcomes under the Charter that are especially relevant to our Neighbourhood Management Policy. These are:

Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Outcome 2 Communication

Social landlords manage their business so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides

Outcome 3 Participation

Social landlords manage their businesses so that:

- tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with

Outcome 4: Quality of housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard

Outcome 5: Repairs, Maintenance and Improvements

Social landlords manage their businesses so that:

- tenant's homes are well maintained, with repairs and improvements carried out when required, and customers are given reasonable choices about when work is done

Outcome 6: Estate Management, Anti-social Behaviour, Neighbour Nuisance and Tenancy Disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- tenants and other customers live in well maintained neighbourhoods where they feel safe

Outcome 11 – Tenancy Sustainment

Social landlords ensure that:

- Tenants get the information they need on how to obtain support to remain in their home and ensure suitable support is available, including services provided directly by the landlord or other organisations

Outcome 13: Value for Money

Social landlords manage all aspects of their businesses so that:

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

7. Our Principles and Standards

We are committed to meeting the following service standards:

Prevention

- help our customers to sustain their tenancies
- visit our customers annually to offer support and update on services available
- carry out an annual house inspection
- carry out regular estate inspections and take any action required to maintain a high standard
- offer benefits advice to help maintain tenancies and household income

Multi Agency Working

- we will develop and maintain effective working relationships with external agencies including Police Scotland, EHRA members and Glasgow City Council to ensure a high quality physical environment
- we have developed a joint approach to dealing with tenancy breaches with Glasgow City Council's Community Relations Unit
- maintain an open door policy for our customers to tell us if things are going wrong
- make sure our staff are well trained and have the skills and knowledge to support our customers and communities to resolve any issues
- encourage our customers to take an active role in helping to maintain the area

Community Resilience

- to let our houses timeously to promote strong communities
- help new customers to settle in their new homes by carrying out settling in visits within 8 weeks
- to treat others with respect and to be a good neighbour
- to work with external partners to keep our area litter free
- to respect diversity

Enforcement

- make sure all customers are aware of their responsibilities to keep to the terms of the Tenancy Agreement
- Work with the City Council in relation to bulk uplifts, fly tipping, dog fouling, garden maintenance etc.
- Dealing with nuisance behaviour and tenancy breaches, involving Glasgow City Council's Community Relations Unit where appropriate

8. The Policy

How we look after Wellhouse

We want to promote both our housing and our community as an attractive place to live and aim to set and maintain standards to allow residents to enjoy a clean, tidy and safe environment and live happily in their homes.

We want to make customers aware of their responsibilities regarding the upkeep and maintenance of their home, common areas and the local area as a whole. We want to support customers to meet these responsibilities and sustain their tenancies.

Obligations and Responsibilities

The obligations and responsibilities of Wellhouse and our customers in regards to estate and neighbourhood management are set down in the Scottish Secure Tenancy Agreement.

Environment

We ask our customers to make sure:

- If they have a garden, that it does not become overgrown, untidy or cause a nuisance to other residents
- They put all rubbish for collection in the bin store or designated area.
- all rubbish is properly bagged and placed in bins provided rather than left in common areas / gardens
- Bulk rubbish is placed in the bin store for collection (if they live in tenement properties)
- Bulk rubbish collection is arranged with Glasgow City Council and all items are kept within their garden until collected and not on the pavements /communal areas
- no vehicle owned by them / their visitors / members of their household is parked on land unless that land is set aside for parking or is a public road.
- No vehicle owned by them / their visitors / members of their household cause's nuisance or annoyance to their neighbours

We will

- have systems in place for the regular inspection of back courts, bin stores, paths, communal grass areas and other open areas for which we are responsible
- keep common grass areas, shrub beds and hedges for which we are responsible from becoming overgrown, untidy or causing a nuisance to other residents
- Where a property is empty and has a garden, we will make sure it does not become overgrown, untidy or cause a nuisance to other residents

Common Areas

We expect our customers to:

- keep common areas, such as closes, stairways, backcourts, paths and bin areas clean and tidy and free from litter and dog or other animal dirt.
- make sure no property including bicycles, motorcycles or prams are stored in the common areas, including close entrances or areas around front doors.
- allow pets to foul or cause damage to other people's property

We will

- clean all tenemental stairs (owned or factored) on fortnightly basis and have systems in place for the regular inspection of closes and common areas including health and safety checks
- keep common areas, such as closes, stairways, backcourts, paths and bin areas in good repair and fit for use by customers, members of their household and their visitors
- keep common areas, such as closes, stairways, backcourts, paths and bin areas clean and tidy and free from litter where we have agreed to do so

Managing our area

We are responsible for managing the local environment and keep all the areas we own in good repair and fit for use by customers, members of their household and their visitors. We want to promote Wellhouse as an attractive place to live to potential customers and ensure our existing customers feel positively about themselves and their area. We want customers to be satisfied with us and our services.

We will pay recognition to those customers who make a difference by carrying out annual garden awards schemes and seeking nominees for 'being a good neighbour' award.

We provide an Estate Warden Service to provide local employment and training opportunities. We provide a high quality and responsive service based within the local area 5 days a week.

The Estate Wardens are responsible for managing the local environment on a day to day basis alongside our Housing and Maintenance teams. We also expect Glasgow City Council to fulfil their obligations to the area and environment.

If we have to remove bulk rubbish we will attempt to identify those responsible and recharge them for this work

Customers' Homes

We expect our customers to:

- keep their home in a reasonable state of cleanliness and decoration
- take reasonable care to prevent damage to their property, their neighbour's property and common areas
- Report to us, as soon as reasonably possible, any damage to the house or common areas

When something goes wrong

We take all complaints and concerns that our customers have very seriously. We are committed to doing all we can to encourage people to live amicably together and to treat each other with respect and tolerance and to take a pride in their neighbourhood and home.

We know that a poorly maintained environment can have a negative impact on our customers and that neighbour disputes, nuisance, and anti-social behaviour is very destructive. We aim to do all that we can to prevent such situations arising and to act speedily when these situations do arise.

We are committed to:

- Treating our customers with respect at all time
- Treat information in confidence as far as possible
- Making it easy to contact us
- Responding quickly to any concerns or complaints about Customers or other household members or visitors aiming to take complaints within 1 working day;
- Treat each complaint about the environment seriously, impartially and in line with our policy
- Support our customers to look after their home and their area
- using a multi-agency approach to bring cases reported to us to a satisfactory conclusion
- Keep anyone who reports an issue to us regularly informed

Actions we can take

Every case is unique and we have a range of actions that we can take in responding to incidents:

Stage 1 - Establishing the facts

- By telephone
- By e-mail
- By letter
- A home visit
- An office interview
- Speak to the person complained of
- Speak to surrounding neighbours as appropriate
- Request information from the police for information in relation to specific incidents where they have been involved
- Give out incident diaries
- Checks to see if there is on-going social work involvement

Stage 2 - First Stage Resolution

- Recharging customers for work which they have failed to do or to cover the costs of repairs for malicious damage caused by them
- Making use of the Provisions contained in the Dog Fouling (Scotland) Act 2003
- Use Environmental Protection Services to enforce local bye-laws
- Mediation
- Organise meetings to attempt to resolve the disputes
- Referral to the Police where activity is of a criminal nature
- Withdrawing allocation rights
- Support the person complained of to change behaviour

Stage 3 – Enforcement

- We will always try to resolve complaints without taking legal action however if a tenant persistently breaches their tenancy agreement and where situations cannot be resolved, such action will be considered and in these circumstances tenants may lose their homes.

Throughout the process we will support the person who has made the complaint.

9. Monitoring and Performance Management

9.1 Monitoring

We have monitoring systems in place to ensure that we deliver effective services and comply with legislation and regulatory standards.

9.2 Performance Management

Staff will provide regular reports to committee on key aspects of neighbourhood management.

Committee will also be provided with an annual performance review against the following Charter indicators:

Indicator 13

The percentage of customers satisfied with the management of the neighbourhood they live in.

Indicator 15

The percentage of anti-social behaviour cases reported in the last year, which were resolved.

We also provide an Annual Return on the Social Housing Charter (ARC) to the Scottish Housing Regulator to tell them how we have performed against the performance indicators in the Social Housing Charter, as well as providing an Annual Landlord Report to our tenants and other customers on our performance.

10. Consultation

We aim to deliver excellent services, which respond to local needs and reflect what is most important to our customers.

To do that we need our customers to tell us how well our policy is working and help us to make the changes which will improve it. This is done in line with our Tenant Participation Strategy.

11. Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS , telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

The Ombudsman will not normally deal with complaints unless customers have followed the Association's complaints' procedure.

12. Review Timeframe

The policy will be reviewed every three years, or sooner, in response to a change in legislation or circumstance.

13. General Data Protection Regulations - UK

The organisation will treat your personal data in line with our obligations under the current GDPR regulations and our own policy. Information regarding how your data will be used and the basis for processing your data is provided in Wellhouse HA's Fair Processing Notice.