

SUBJECT: NEIGHBOURHOOD MANAGEMENT POLICY (HOUSING TENANTS AND LAND)

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: MARIANNE UPTON, TENANCY SERVICES MANAGER

1. Purpose of Report

- 1.1 To present a new Neighbourhood Management Policy to Members.

2. Lincoln Tenants Panel Consultation

LTP have been consulted about this report and have made the following comments:

- The Panel have agreed with the policy in principle and understand that it is an overall umbrella for other policies and procedures.
- They would like further work to be done with them on a separate policy looking at handling noise issues and communal living.
- The approach in the policy needs to be linked to work being done on ASB procedures. It needs to align with this process and the Allocations process.
- The Panel are happy to work with officers on the policies and procedures that feed directly into this policy, such as grounds maintenance, untidy gardens and communal areas.

3. Background

- 3.1 This policy meets the requirements of the Social Housing Regulator, specifically the Consumer Standards: Neighbourhood and Community, Safety and Quality, and Transparency, Influence and Accountability (including the Tenant Satisfaction Measures).
- 3.2 Included in these Standards are required outcomes that neighbourhoods and communal areas associated with homes are clean and safe. This reinforces our aims to ensure that neighbourhoods are attractive, clean and safe places to live, work and socialise in.
- 3.3 It was a recommendation of the Housing Ombudsman's "Spotlight on noise complaints – time to be heard" report that social housing landlords should have a neighbourhood management policy distinct from their Anti-Social Behaviour (ASB) policy, and procedures in place for triaging neighbourhood management issues through early intervention and creating an environment that is attractive, clean and safe.

4. Scope

- 4.1 This policy only applies to c.7,800 properties which are owned and managed by City of Lincoln Council and the areas Housing are responsible for throughout the city.
- 4.2 This is an 'umbrella' Policy that signposts a number of specific delivery policies that determine how we provide services.

5. Strategic Priorities

5.1 Let's reduce all kinds of inequality

The policy aims to deliver a fair and consistent approach to managing the neighbourhoods our homes are in.

5.2 Let's deliver quality housing

This policy brings together the work covered by our strategies and policies relating to Property Development, Property Maintenance, Tenancy Management, Communal Areas and Grounds Maintenance to outline a holistic approach to deliver quality housing.

5.3 Let's enhance our remarkable place

There are wider impacts to the communities in Lincoln if our neighbourhoods are well-managed.

6. Organisational Impacts

6.1 Finance (including whole life costs where applicable)

The policy is an "umbrella" policy for the work that is already carried out through other policies and is included within the HRA Business Plan, so there are no financial implications.

6.2 Legal Implications including Procurement Rules

This policy does not change any of the other policies in place, so has no legal or financial implications.

6.3 Equality, Diversity and Human Rights

This policy aims for a fair and consistent approach to managing our homes and neighbourhoods and commits to work with all stakeholders on any schemes, including tenant and resident engagement.

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

7. Human Resources

N/A.

7.1 Land, Property and Accommodation

N/A.

7.2 Significant Community Impact &/or Environmental Impact

Please see the Council's [Environmental Policy \(sharepoint.com\)](#) for further guidance

7.3 Corporate Health and Safety implications

N/A.

8. Risk Implications

8.1 (i) Options Explored

There are no risks identified for this new policy.

8.2 (ii) Key Risks Associated with the Preferred Approach

N/A.

9. Recommendation

9.1 That the contents of this policy are approved.

Is this a key decision?

No

Do the exempt information categories apply?

No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?

No

How many appendices does the report contain?

1

List of Background Papers:

Neighbourhood Management Policy

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