



# **Good Neighbourhood Management Policy**





## 1.0 Introduction

- 1.1 Housing Plus Group is committed to providing excellent customer service, so that every time you contact us you have a positive good experience. Our good neighbourhood management policy sets out how we can work with you to help resolve an issue with a neighbour.

## 2.0 Policy Statement


- 2.1 The Group is committed to supporting tenants and leaseholders deal with issues within the community which are not appropriate to deal with under our ASB Policy. Our focus is to improve difficult relationships between neighbours by raising awareness of common issues, helping people to understand the impact of their behaviour and supporting them to reach compromises.

## 3.0 Policy Scope

This policy applies to all properties we own or manage, in line with a customer's tenancy agreement or lease. It also covers land owned by us, including communal areas and customer's private gardens. We will offer advice and support to our customers and people living near to or within communities where we have properties if they are affected by the behaviour of one of our customers.

## 4.0 Definitions

- 4.1 We understand individuals have different tolerances, expectations, and perceptions of the behaviour of other people. This means that some people will experience upset and frustration from certain behaviour yet we may deem it more appropriate to support those involved under this policy.
- 4.2 Examples of this type of behaviour include, but are not limited to:
- Issues with parking spaces
  - Positioning of wheelie bins
  - Boundary disputes
  - Cooking smells
  - A baby crying
  - D-I-Y occurring during reasonable hours
  - Situations where all parties are contributing to the issue or dispute

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- Issues arising from a difference in lifestyle. An example of this is someone working nights and having a problem with a neighbour making noise during the day

To help us decide whether a report should be dealt with in line with this policy, we will consider the following factors:

- The intention of the behaviour
- What is causing the behaviour
- Whether the behaviour can be classed as unreasonable activity
- How often the behaviour is occurring
- How long the behaviour lasts
- What time of day issues are happening
- What impact the behaviour is having on other residents

## 5.0 Roles and Responsibilities

5.1 The Group Chief Executive is responsible for:

- Ensuring sufficient resources are provided for those working directly with the Group's customers and tenants;
- Ensuring the policy is applied consistently and aligns with the Group's vision and values;
- Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

5.2 The Executive Director is responsible for:


- Ensuring the necessary level of focus and sufficient allocation of resources are available to deliver the service.

5.3 The Head of Service is responsible for:

- Ensuring the sufficient allocation of resources are available to deliver all the necessary activities;
- Ensuring suitable monitoring and reporting mechanisms are in place to measure activity, performance, and satisfaction with the service.

5.4 The Neighbourhoods/ Housing Management team will be responsible for:

- Ensuring the policy is up to date and relevant in terms of best practice, both within and outside of the sector, with a particular focus on new, and changes in, legislation;

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- Ensuring that there is appropriate training, guidance and support available to allow for the policy to be delivered on a day-to-day basis.

5.5 The Housing, Neighbourhood, Retirement Living, ShireLiving and are responsible for:


- The day-to-day case management in accordance with the policy;
- Ensuring that the best practice promoted in the policy is delivered on a daily basis;
- Ensuring there is the necessary focus on communication in all cases with all affected parties.

## 6.0 Policy Approach


- 6.1 Reassess our decisions about cases, each time a report is received about the same person or regarding the same behaviour. If appropriate, a case may move from being managed under the good neighbourhood management policy to the ASB policy, or vice versa.
- 6.2 Focus on finding a solution to issues, rather than seeking to find fault or blame.
- 6.3 Ask for the cooperation and support of all parties involved. Please note that if cooperation or support is refused from any party, we may not be able to continue to help.
- 6.4 Consider the support needs of all parties involved and work to identify suitable referrals and support
- 6.5 Work with partner agencies and share information, to identify the best possible support and guidance we can offer to the people involved in a case.
- 6.6 If a report is dealt with in line with this policy, we would not consider using any legal services or tools to find a resolution.
- 6.7 Once we have tried all options available to us to resolve a situation, we will inform the people involved that there is nothing further we are able to do.

## 7.0 Right to Review

- 7.1 If you do not agree with our decision to deal with a report in line with this policy - for example, you believe it should be managed in line with our ASB policy - you have the right to request a review of this decision.

	<b>Policy Control Sheet</b> <b>X Policy</b> <b>Policy reference number - 2025/</b>
<b>Policy Author</b>	
<b>Direct Lead</b>	
<b>Version</b>	
<b>Target audience</b>	
<b>Consultation</b>	Example Wrekin Voices Employee group / managers - Senior Managers – Executive Management Group – X Committee
<b>Date of Equality Impact Assessment</b>	No individuals or groups of people are disadvantaged by the adoption of this policy <state if this is the case and the date that the EIA was completed>.
<b>Date of Data Privacy Impact Assessment</b>	State if one is not required or the date of completion.
<b>Approving Body</b>	
<b>Date of final approval</b>	
<b>Implementation date</b>	
<b>Monitoring arrangements</b>	
<b>Reporting</b>	
<b>Review date</b>	
<b>Expiry date</b>	
<b>Review cycle</b>	
<b>Policy category</b>	
<b>Associated policies and procedures</b>	
<b>Policy location</b>	SharePoint HPG Hub Housing Plus Group website

## Summary of changes table



## Revision history

Author	Summary of changes	Version	Authorised by & date