HOUSING AND NEIGHBOURHOOD MANAGEMENT POLICY

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HOUSING AND NEIGHBOURHOOD MANAGEMENT POLICY
CHICHESTER GREYFRIARS HOUSING ASSOCIATION

1. INTRODUCTION

As a landlord, Chichester Greyfriars Housing Association (CGHA) is committed to providing the highest standard of service to all its residents. The management of our housing stock is key in helping us to promote thriving, inclusive communities by supporting positive customer relationships through fair tenant management and strong neighbourhood presence. This policy will ensure:

- That we management tenancies effectively to create sustainable communities
- Our services meet the needs of our customers
- Our neighbourhoods are well maintained and safe

2. POLICY STATEMENT

Good housing management is key to ensuring tenancies are sustained, managed fairly and delivered in accordance with legal, regulatory, and contractual obligations. It should be carried out in a transparent, consistent, and equitable manner, with consideration given to individual circumstances and the wider impact on the community.

This policy and other linked procedures apply to all properties and tenants. Sometimes we may use our discretion and act outside this policy. For example, balancing a range of different policies such as equalities, tenancy sustainment, safeguarding etc.

3. POLICY

Housing Management

We manage tenancies effectively to support tenants in maintaining stable homes, promoting community cohesion and to ensure properties and communal areas are safe and well maintained. We engage proactively with our tenants to ensure that homes are well maintained and comply with all health and safety standards.

Neighbourhood Management

Neighbourhood management includes addressing issues that, while not meeting the threshold for action under the Anti-Social Behaviour (ASB) Policy, still requires proportionate and appropriate intervention. We recognise the importance of managing neighbourhood issues through a proactive approach.

Our ASB policy makes it clear what behaviours that typically fall outside the scope of ASB and may be managed under this policy:

- Rubbish left outside a property.
- Neighbour differences, such as differences of opinion.
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- Cigarette butts being dropped.

- Cooking smells.
- Parking disputes on roads, pavements etc.
- One-off party or barbecue.
- Everyday living noise

The nature and impact of issues may change over time. Cases will be reviewed, escalated under the ASB Policy if appropriate. All housing management and neighbourhood management issues should be reported to the Housing Officer. The following process will then be followed:

- The Housing Officer will gather all relevant details, including the impact on the tenant and the wider community. The Housing Officer will consider each issue on a case by case basis including if any reasonable adjustments need to be made.
- All cases will be recorded, documented and assessed in accordance with CGHA policies and procedures. Further investigations may be required. Tenants will be advised what actions are being taken, this may include advice only or no action if there is insufficient evidence or no breaches of policy.
- We will update customers about their open enquiry at least once every two weeks, unless the nature of the case or customer impact requires a different frequency. Tenants will also be advised when their case is closed.

All tenants have the right to access information and can complain through the complaints policy if they feel that their case has not been dealt with in line with published CGHA policies.

4. RELATED POLICIES

Tenants sign a Tenancy Agreement when they are allocated a property. This sets out legal requirements of both the landlord and the tenants' responsibilities. This includes particular issues that relate to Housing and Neighbourhood Management as follows:

- Anti-social behaviour
- Vehicles, Parking and Repairs
- Pets
- Rubbish
- Gardens and communal areas

Tenants are provided with a copy of their tenancy agreement, the tenants handbook and a range of policy documents when they move into their property. Key documents are available on our website and tenants will shortly be able to access a range of information via a tenant's portal.

Housing and Neighbourhood Management is dealing with day to day matters that are important to tenants but are not serious enough for action to be taken under the ASB Policy. The ASB policy states that CGHA "expect our residents to show consideration to their neighbours as well as an understanding that we all have the right to live our lives. Incidences that are reported as personal differences, or that arise from differences in lifestyle or estate management issues, are not considered to be anti-social."

5. INTERVENTION AND RESOLUTION

Whilst a case may fall outside our ASB policy but is considered a Housing Management issue we may intervene to help manage behaviour and this could include:

- Non ASB Action Plans by writing to the tenant outlining what is the issue and potential remedies
- In neighbour disputes encouraging both parties to talk to each other
- Offering mediation with to resolve matters
- Good Neighbour Agreement – in line with the agreement on tenancy sign up

6. COMMUNICATING AND LIAISING WITH TENANTS

From the outset CGHA will set realistic expectations by informing our tenants about the actions we can take as a landlord. Some issues are beyond our control.

We aim to build relationships amongst tenants living in close proximity to each other. If a customer declines a reasonable request, our ability to provide further assistance may be limited. In such cases, we will clearly communicate this to the customer and inform them of any alternative options available.

We will consider the support and health needs of our tenants, and this may include making reasonable adjustments under the Equality Act which may affect how we deal with a case.

7. RELEVANT POLICIES AND LEGAL REQUIREMENTS

This policy should be read in conjunction with your tenancy agreement and other relevant CGHA policies as follows:

Allocations Policy	Anti-Social Behaviour Policy	Complaints Policy
Domestic Abuse Policy	Equality and Diversity Policy	Health and Safety Policy
Safeguarding Policy	Tenancy Sustainment Policy	Pet Policy

CGHA as a registered housing association is regulated by the Social Housing Regulator and subject to a range of legal/statutory requirements which include the following:

Human Rights Act 1998	Equality Act 2010	Housing Act 1985 and 1988
Mental Capacity Act	Data Protection Act 2018	Social Housing Regulation Act 2024
Consumer Standards 2024	Social Tenants Access to Information Requirements	

Area	
Pets and other animals	CGHA have a Pet Policy. Tenants are permitted to keep a pet but must seek permission. Permission will not unreasonably be withheld but permission could be revoked if the terms of the pet policy have been broken. Vermin, rats, foxes, seagulls, birds – CGHA cannot control wild animals or birds visiting outside spaces. Seagulls are a protected species under the Wildlife Act. Many other animals are attracted to urban areas for food. We ask all tenants to use the bins provided.
Communal Gardens and Grounds Maintenance	All gardens are communal gardens. The grounds maintenance contract is the responsibility of CGHA and no tenants are to instruct contractors on works. CGHA is responsible for ensuring that the grounds maintenance works are being undertaken to the standards set out in the contract.
Estate Management	Regular inspections are undertaken of all estates. Tenants have a responsibility to ensure communal spaces are kept clear and that the communal spaces are used considerately. Any issues should be reported to the Housing Officer. CGHA will undertake the following: ● Inspect all communal areas at least monthly to ensure that the fire alarms and emergency lighting is working ● Ensure that fire risks are managed including removing any items that restrict access to fire routes this may include bikes, door mats, plant pots, mobility scooters ● Identifying any repairs and maintenance that needs to be undertaken ● Ensure communal bins areas are kept clean and tidy
Mobility Vehicles	This covers mobility vehicles used and stored in our properties and communal areas. We will: ● Provide clear instructions on the safe usage, storage and legal requirements surrounding mobility scooter use ● Advise and enforce the requirement for customers to store and charge their mobility vehicles in the designated store and charging areas. ● Given permission for mobility vehicles to be stored or charged where reasonable ● Remove permission for mobility scooters who charge/and/or store their scooters in locations that pose an unacceptable risk We will carry out regular inspections of communal areas to make sure that mobility vehicles are not being stored or charged in non-designated areas or breaching fire legislation. We will take any necessary action.
Bicycles and Electric Bikes	CGHA does provide communal storage space for bikes at all of its sites. Tenants are not allowed to store electric bikes or

	electric bike batteries in their flats due to health and safety risks.
Property Condition including Hoarding	All properties are inspected for condition at least once a year by the Housing Officer. This will include checking that there are no outstanding repair/maintenance issues but also check any health and safety issues – this will include any hazards like damp/mould, need for adaptations, safeguarding, hoarding etc. In such cases we will contact the relevant external agencies to support the tenant to ensure that the property is safe and meets their housing needs.
Household Noise	Low level household noise is not considered ASB. No action will be taken via the Housing and Neighbourhood Management Policy for matters reported that are considered everyday household noise i.e. doors opening/closing, footsteps, washing machine, low level music playing, people going to work. We encourage tenants to be considerate neighbours. If there is persistent loud music/ parties etc then tenants need to contact the Housing Officer in the first instance. We will look at early intervention and mediation to resolve disputes and, in some cases, make referrals to other agencies to investigate i.e. Environment Health.
Use, occupation and Abandonment	Only persons aged 60 and over are eligible to live in CGHA properties. Maximum occupation is 2 people. Family members are permitted to stay overnight occasionally. It must be a tenants only and principle home. The tenancy agreement states that: ● You cannot carry out any trade or business from your home. ● You need to advise us if you intend to leave your home unoccupied for longer than 28 days and the date you intend to return. ● If tenants fail to notify us or are not living at the property we may consider it abandoned and will seek to end the tenancy.
Unable to Access Property	The tenancy agreement requires tenants to give access to CGHA employees and/or contractors at all reasonable hours of the day to inspect the condition of the property or undertake repairs. This is particularly important to comply with health and safety legislation life gas and electrical safety. CGHA will give tenants advance notice of access requirements unless then is an emergency. We will work with tenant to gain access. However, on the rare occasion there is no communication with the tenant we will apply for a court injunction or force access in an emergency.
Tenancy Fraud, Lodgers and Sub-Letting	Tenants are not permitted to take in a lodger or have a live in carer that is not a partner, spouse or civil partner. Subletting is not permitted and neither is false applications for housing. Such cases would be considered tenancy fraud and a breach of the tenancy agreement.

Parking	All parking is communal parking at CGHA. No tenants have an allocated parking space. We will: ● Advise tenants on tenancy sign up the parking that is available and issue a parking “permit” ● Advise tenants there is no visitor parking in CGHA controlled parking. ● Expect tenants to park considerately. ● We will not get involved in parking disputes between tenants. ● We will monitor abandoned, untaxed and unroadworthy vehicles and take steps to remove them