

Habitare Homes: Neighbourhood and Community Policy

Version:	5.0
Author:	Operations Director
Policy Owner:	Board
Date adopted:	June 2026
Date of next review:	June 2028
Approved by:	Board

1 | Introduction

- 1.1. The purpose of this policy is to outline Habitare Homes Limited's (Habitare) approach to neighbourhood and community management, as per the Regulator of Social Housing's Neighbourhood and Community Standard. This policy reflects the requirements of the Social Housing (Regulation) Act 2023 and the RSH's consumer standards regime.

2 | Scope

- 2.1. This policy applies to all Habitare homes and associated communal areas / neighbourhoods. Performance against this policy will be reviewed quarterly with our Managing Agents.

3 | Purpose

- 3.1. The purpose of this policy is to:
- Ensure the neighbourhoods and areas of properties, including internal and external communal areas, and landscaped areas, are well-maintained and clean
 - Operate a programme of regular inspections and site visits to maintain the required standard and address any spaces that are below standard
 - Keep neighbourhoods positive, safe and tidy places for people to live and promote the well being of our residents
 - Cooperate with local agencies to meet local needs and objectives
 - Promote environmental sustainability in the management of communal and landscaped areas

4 | Relevant Legislation

- 4.1. This policy should be read in conjunction with the legal and regulatory documents listed below:

- The Neighbourhood & Community Standard
- Housing and Regeneration Act (2008)
- Social Housing (Regulation) Act 2023
- Equality Act 2010

4.2. and the following strategies and policies:

- Anti-Social Behaviour Policy
- Complaints Policy
- Equality and Diversity Policy
- Resident Involvement and Empowerment Policy
- Repairs and Maintenance Policy
- Service Standards
- Value for Money (VfM) Policy

5 | Our responsibility

Neighbourhood Management

5.1. Habitare and its Managing Agents will deliver services that ensure:

- all internal and external communal areas and any surrounding areas owned are clean, well-kept and attractive for residents. Within this delivery, there will be a zero-tolerance to items or instances that could cause or are a fire hazard.
- they take into account representations from residents when creating management plans for their properties and neighbourhoods. This includes communal areas.
- that all services delivered to properties will be monitored to ensure value for money.

Local Area co-operation

- 5.2. Habitare and its Managing Agents will work in partnership with local stakeholders, agencies, tenants and if appropriate, local charities and organisations to ensure a good level of economic, environmental and social well-being in local areas related to their properties. These partnerships will assist in creating thriving and vibrant areas.
- 5.3. Additionally, Habitare will engage with relevant local authorities and where possible assist them in achieving their strategic housing objectives. The degree to which Habitare will engage in local co-operation will be proportionate to the scale of its presence in any area.
- 5.4. If interventions are needed to improve an area, Habitare will focus this intervention on the areas of greatest benefit.

Anti-Social Behaviour (“ASB”)

5.5. Habitare is committed to maintaining safe and respectful neighbourhoods for all

residents. In the context of neighbourhood management, Habitare and its Managing Agents will:

- Provide clear, accessible channels for residents to report ASB, including via telephone, email and online portal
- Acknowledge all ASB reports
- Investigate and provide a substantive response within
- Work in partnership with local authorities, police and other agencies where ASB requires multi-agency intervention
- Refer to the full Anti-Social Behaviour Policy for detailed procedures, enforcement tools and escalation processes

Equality, Diversity and Inclusion

5.6. Habitare is committed to ensuring that neighbourhood and community management services are fair, accessible and inclusive. In delivering this policy, Habitare and its Managing Agents will:

- Have due regard to the needs of residents with protected characteristics as defined by the Equality Act 2010
- Ensure communal areas and neighbourhoods are accessible to residents with disabilities, including maintaining clear pathways and step-free access where applicable
- Consider the specific needs of vulnerable residents when developing neighbourhood management plans
- Monitor service delivery outcomes across different resident groups to identify and address any inequalities

Environmental Sustainability

5.7. Habitare and its Managing Agents are committed to managing its neighbourhoods in an environmentally responsible manner. This includes:

- Ensuring landscaping and grounds maintenance is undertaken using sustainable practices where possible
- Minimising waste in communal areas through appropriate provision of recycling and waste facilities
- Considering the environmental impact when commissioning neighbourhood management services and contractors

Resident Engagement and Feedback

5.8. Habitare and its managing agents will maintain clear and accessible channels through

which residents can provide feedback on neighbourhood and community management services. These will include:

- **Resident satisfaction surveys** conducted at least annually
- **Resident panels or forums** formed by our managing agents where residents can engage directly with them about services
- **Complaints process**, as outlined in the Complaints Policy

5.9. All feedback received will be reviewed and acted upon where appropriate. Residents will be informed of any service changes or improvements made as a result of their feedback.

6 | Policy Monitoring and Performance

6.1. The Board has overall responsibility for this policy statement.

6.2. This policy will be reviewed every two years.

Version Control

Date	Amendment	Version
May 2022	Policy updated	V3.0
June 2024	Policy updated following publication of Consumer Standards	V4.0
June 2026	Policy post annual review of Consumer Standards.	V5.0
