

1. Neighbourhood Management Policy

2. Reference Number v1.0

3. Statement of intent

3.1 bdht is committed to ensuring that the neighbourhoods in which our customers live are managed effectively and efficiently and represent value for money. It is important to us and to our customers that our services make a positive contribution to the quality of the local environment, and we therefore work towards the provision of an attractive, clean, tidy and safe environment in which to live

3.2 Where land does not belong to bdht, we will work with the owners or those responsible to influence or support them to maintain their land to a level acceptable to the residents.

4. Legal and Regulatory Requirements

4.1 Legislation

- The Environmental Protection Act 1990;
- The Environmental Protection (Duty of Care) Regulations 1991;
- Control of Pollution (Amendment) Act 1989;
- The Controlled Waste (Regulation of Carriers and Seizure of Vehicles) Regulations 1991;
- Pollution Prevention and Control Act 1999

4.2 Regulatory

4.2.1 BDHT will comply with regulatory standards:

Regulator of Social Housing Neighbourhood and Communities Standard 2012 as re-issued in 2015

1.1 Neighbourhood Management;

Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

1.2 Local Area Co-operation;

Registered providers shall co-operate with relevant partners to help promote social, environmental and economic wellbeing in the areas where they own properties.

1.3 Anti-Social Behaviour;

Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes. Where it is not considered ASB, bdht will use other options such as mediation, information sharing with partners and community building events to resolve. In areas where there is a dedicated community coach bdht will deploy them to deal with low level issues.

2.1 Neighbourhood Management;

Registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of the neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.

4.3 Local Offer

4.3.1 We will work with you to make your communities as pleasant as possible. We will help to reduce crime, and tackle anti-social behaviour. We will work with partners to support people to find employment opportunities, and access benefits and training available to them.

"We will help people and communities to reach their full potential."

5. Policy Statement

5.1 bdht recognises that the appearance of the neighbourhoods contributes significantly to residents overall quality of life and the level of social capital. We will regularly measure satisfaction and consult with residents about their neighbourhoods and local priorities in order to deliver value for money neighbourhood management services.

5.2 Grounds Maintenance

bdht recognises that grounds maintenance is an essential and high profile service, valued by the community. It is intended that this service will make a positive contribution to the quality of the local environment in areas where we have property, and will be directed towards the provision of an attractive, clean, tidy and safe environment in which to live.

Policy: Neighbourhood Management	Version: v1.0	Lead Officer: Lisa Sutton
Approved by: EMT	Date Approved: 21 December 2023	Review Date: December 2026

bdht will ensure that grounds maintenance operations are carried out with care and consideration, seeking to minimise inconvenience to residents and address the specific needs of service user groups.

bdht will have regard to the impact of its grounds maintenance service on the environment by embracing the principle of sustainability and wherever possible using environmentally friendly materials and methods.

bdht will implement a code of conduct for the service and will ensure that all its staff and contractors abide by this in order to secure high levels of customer satisfaction.

Bdht will have in place a tree management survey undertaken on a 3-year cycle.

Bdht will undertake work to trees (where permitted to do so by local authorities) where recommended within the tree survey or where officers of the Trust deem it to be necessary for the safety of the public or to prevent damage to our property.

5.3 Vehicle and Parking

bdht provide parking bays for the parking of vehicles which are taxed, insured and have a valid MOT certificate. These bays must not be used for vehicle repair, except in an emergency. Bdht will work with local authorities and police to remove vehicles which do not fit the criteria to park on bdht land.

Where parking bays are specifically allocated to a property bdht will not police the use of these parking bays. Bays may be marked as disabled parking only which entitles any disabled person to park there.

The parking of heavy goods vehicles, caravans, boats, trailers etc is not permitted in bdht parking bays / car parks, or on any land belonging to bdht unless specific and temporary permission has been given in writing. This permission will be time limited and only granted where the vehicle is legal and roadworthy and does not cause a problem to neighbours.

The parking of vehicles in gardens is permitted as long as there is a dropped curb to allow access and a hard standing created to prevent damage to land or ground or the property. Prior permission must be gained before alterations are made to allow a parking space / driveway to be created.

5.4 Fencing

Policy: Neighbourhood Management	Version: v1.0	Lead Officer: Lisa Sutton
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Bdht may agree to mark a garden boundary at the request of a bdht tenant; if a non bdht resident requests this there will be a charge and bdht reserve the right to refer the resident to engage professional surveyors to carry out this service.

bdht are responsible for those fences which face out onto the public highway / footpath or open space on land owned by bdht.

5.5 Estate Cleansing

bdht will work with the local authority to remove incidents of fly tipping and graffiti within the time constraints of the service standards. Bdht will have regard to the impact of the estate cleansing on the environment and recycle items collected as much as possible.

Bdht will work with the Local Authority, Bromsgrove District Council, and other interested agencies to develop services that are environmentally friendly and consider the environment and ethical ethos of other organisations when purchasing materials or services.

Internal Communal Cleaning

bdht is committed to the provision of a high quality cleaning service of all our building's (blocks containing domestic dwellings) communal areas.

bdht will work with residents to develop a specification for the cleaning of communal areas.

bdht will train and support resident inspectors to monitor their cleaning services to ensure that an acceptable standard is consistently maintained.

bdht are committed to removing rubbish and graffiti from internal communal areas to maintain a safe and inoffensive environment.

5.6 Gritting Service

In adverse weather bdht will not provide a gritting service for our residents including the Sheltered Housing schemes.

5.7 General

bdht will implement a Code of Conduct for these services and will ensure that staff and contractors abide by the Code.

We will ensure that our actions reflect our policies by monitoring compliance and publishing the results.

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We will consult with our customers on services provision and development and assess satisfaction through a variety of measures.

6. Summary of Service Standards

- 6.1 Service Standards will be published in leaflet form to give easy-to-read information to tenants.

7 Priorities

- 7.1 It is essential for the effectiveness of this policy, that all stages of this policy are given equal priority.

8 Policy Implementation

8.1 Procedures

- 8.1.1 The implementation of this policy will be detailed in a number of procedures around the subjects outlined above. Procedures will be monitored and reviewed to ensure they are compliant with legislative and regulatory guidance.

8.2 Training

- 8.2.1 bdht will train staff to ensure that the service is delivered efficiently and effectively. BDHT will ensure that staff members are aware of the implications of the service specification and all relevant legislation and regulatory guidance.
- 8.2.2 bdht will ensure that any and all contractors and their staff utilised in the provision of the service are equally aware of the implications of the service specification and all relevant legislation and regulatory guidance.

9 Links to associated external Documents

This Policy is linked to the following external documents:

- Best Practice guidance as published by the Arboriculture Association and other such professional bodies
- COSHH Regulations

10 Link to associated internal Documents

This Policy is linked to the following internal documents:

- Service Standards
- Procedures
- BDHT Financial Regulations and Standing Orders

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- Tenancy Agreement
- bdht Health & Safety Policies.

11 Consultation arrangements

- 11.1 Tenants were consulted and involved in the development of the policies which make up this overarching policy.

12 Board/EMT Approval was gained

Original Policies approved September 2009, this policy incorporates and consolidates Vehicle and Land Use, Grounds Maintenance and Estate Cleansing

EMT approved this Policy on 21st December 2023.

13 Review Date

This policy will be reviewed in 2026

14 Responsibility for implementing the policy

The Director of Asset Management & Development is responsible for the implementation of this policy

15 Date Issued

April 2025

16 Equality Policy Statement

At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination, including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.

We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. We aim to reduce inequalities, promote respect, and create an equitable culture within our organisation.

bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.

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We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review, all of which are actively supported by our Board and Teams.

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