



Neighbourhood Management Policy

January 2021

Review Process

Policy review frequency:

This policy will be reviewed every 2 years

Responsible for review:

This policy will be reviewed by: Chrysalis Executive Board

Version Control

Version	Date approved:	Next review date:	Author / Title:
2.0	Jan-21	Dec-22	Chrysalis Executive Board

Contents

1.	Introduction	2
2.	Legal and Regulatory responsibilities	2
3.	Communal areas.	2
4.	Signage	3
5.	Checking the neighbourhood	3
6.	Environmental Improvements	3
7.	Neighbourhood sustainment	3
8.	Policy Review	3

1. Introduction

- 1.1. The Neighbourhood Management Policy sets out how Chrysalis Supported Association Limited (CSA Ltd) will manage neighbourhoods and communal areas associated with the homes that we own. Neighbourhood management refers to the effective management of the environment around our properties and any common areas and to the joint working with partner agencies such as the local authority and local landowners on private areas within our neighbourhoods, to ensure that the neighbourhood is an attractive, well maintained, safe and secure place to live.
- 1.2. The objective of the Neighbourhood Management is to;
 - Maintain clean, tidy and well cared for neighbourhoods including communal areas parts internal and external, including hardscapes, and landscaped areas and internal communal areas.
 - Carry out regular visits and inspections of all our schemes and estates to identify and address any area falling below an acceptable standard.
 - Actively seek feedback from residents on the effectiveness of Neighbourhood Management and its value for money.

2. Legal and Regulatory responsibilities

- 2.1. CSA Ltd will ensure that the Neighbourhood Management Policy complies with current legislation, regulation and best practice. The Regulator for Social Housing's Neighbourhood and Community Standard states:

'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.'

3. Communal areas

- 3.1. We will deliver services to ensure communal areas in properties and land owned by us, is maintained and kept clean, tidy and safe.
- 3.2. This includes contracts with external suppliers to deliver services on our behalf. We will ensure the economic, social and environmental wellbeing is scrutinised throughout the term of the contract. These services will be tailored, and standards set in agreement with residents living in our neighbourhoods, who benefit from these services and contribute to the cost of them.
- 3.3. The cost of these services is collected through the service charge and will vary depending on the services being delivered. We will always ensure value for money in delivering these services.

4. Signage

- 4.1. We will ensure that signage on our estates is clear, appropriate and well maintained.
- 4.2. We will ensure that mandatory signage, including health and safety signage, is present where required.

5. Checking the neighbourhood

- 5.1. We will regularly check our neighbourhoods and communal areas to ensure they are being maintained and are clean, safe and tidy.
- 5.2. This includes taking a zero-tolerance approach to items which cause a fire hazard.
- 5.3. We will encourage residents to give us feedback on their neighbourhood and where improvements can be made. Where possible we will make these improvements and we will feedback to residents the community value and impact of these improvements.

6. Environmental Improvements

- 6.1. We are committed to investing in improvements within our neighbourhoods. Improvements will be prioritised based on need and the impact it will have for residents living there. We will work with partner agencies to make improvements where there is a shared benefit.

7. Neighbourhood sustainment

- 7.1. We will work with partner agencies to create thriving and sustainable neighbourhoods for residents. We will focus our intervention work and services in areas of greatest need. We will continue to invest in new initiatives to make a difference.

8. Policy Review

- 8.1. This policy will be reviewed every 2 years



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