

## **CROYDON CHURCHES HOUSING ASSOCIATION**

### **NEIGHBOURHOOD POLICY**

#### **1.0 INTRODUCTION**

- 1.1 We are committed to creating places where people want to live and to help meet this goal, we provide various services to make sure our homes and neighbourhoods are well maintained and managed to a high standard.
- 1.2 Well-managed buildings and neighbourhoods provide a better quality of life and act as a deterrent to antisocial behaviour, neighbour nuisance and crime. They are not only pleasant and well-kept places to live but can also offer residents the opportunity to become active and involved members of the community.
- 1.3 The Regulator of Social Housing (RSH) has introduced new Consumer Standards for social housing landlords in England, which came into effect on April 1, 2024. These standards aim to ensure that tenants have a voice in how their homes and services are managed and that they are treated fairly and respectfully by their landlords. They are part of a broader effort to improve the overall quality of social housing in England.
- 1.4 The new standards are:
  - **Safety and Quality Standard:** RPs must provide tenants with safe and good quality homes and services, ensuring repairs, maintenance, and planned improvements are effective and timely.
  - **Transparency, Influence, and Accountability Standard:** RPs must be open with tenants, treat them fairly and respectfully, and allow them to access services, raise complaints, influence decisions, and hold RPs accountable.
  - **Neighbourhood and Community Standard:** RPs must engage with community parties to ensure tenants can live in a safe and well-maintained neighbourhood.
  - **Tenancy Standard:** RPs must ensure the fair allocation and letting of homes and manage tenancies transparently.

#### **2.0 POLICY STATEMENT**

- 2.1 Effective neighbourhoods are built on the shared responsibilities of all stakeholders including residents, landlords, local authorities, other agencies and (where applicable) support providers. This policy sets out our management approach for maintaining and improving these buildings and neighbourhoods. This policy covers general needs including affordable rents, London living rent, shared ownership and leasehold properties managed by the Neighbourhoods Team, as well as supported housing and

housing for older people which are managed by the Housing Services Team under our Intensive Housing services.

## 2.2 Our responsibilities as landlords include:

- providing quality services to maintain accommodation, communal and external areas in a good state of repair and cleanliness;
- periodic estate inspections by officers responsible for a patch;
- giving residents a variety of options for involvement in how those services are delivered, how performance is monitored and satisfaction assessed;
- making improvements to neighbourhoods in consultation with residents;
- working in partnership with those support providers delivering services to our more vulnerable residents;
- ensuring we meet our Health and Safety obligations;
- working in partnership to deal effectively with antisocial behaviour and neighbour nuisance via our Antisocial Behaviour Policy;
- supporting resident initiatives which build good neighbourly relationships and a sense of community, and;
- multi-agency working for the benefit of the areas our residents live in.

## 2.3 Residents' responsibilities include:

- complying with the terms of the tenancy agreement, licence or lease;
- helping us keep communal areas clean and tidy;
- making sure private gardens and homes are well maintained and that any repairs are reported;
- reporting antisocial behaviour, noise nuisance, domestic abuse and violence against women and girls
- being a considerate neighbour and not causing antisocial behaviour within the community.

## 2.4 Landlord and resident responsibilities are fully detailed in our tenancy agreements, leases and licence agreements.

## 2.5 The Director of Customers (DoC) and Director of Homes (DoH) have responsibility for ensuring that competent individuals are appointed to manage and maintain our neighbourhoods.

### 3.0 WORKING IN PARTNERSHIPS WITH RESIDENTS

3.1 **Engagement and consultation** – We are committed to promoting and supporting resident involvement in the planning, delivery, monitoring, and evaluation of our services. We recognise that involving residents leads to better decision-making, stronger communities, and improved services.

The aim of getting residents involved is to put residents at the centre of our organisation, to listen to them, to be open and transparent with them about where we are and how we are doing and to better reflect the type of service they want from us.

We are committed to:

- Ensuring all residents can be involved, regardless of background or circumstances.
- Supporting meaningful involvement that leads to real improvements in our services.
- Maintaining a range of engagement methods to suit diverse needs.

We will build on feedback we have received and the work already underway, our aim is to build a consistent, quality services, with excellent communication and to increase resident satisfaction.

There are several methods in which we involve residents in shaping services. Please see the [Resident Involvement Policy](#) for more details.

We are also an official adopter of Together with Tenants. The charter was developed by the National Housing Federation (NHF) with many housing organisations and customers from across the country. It aims to strengthen the relationship between residents and housing organisations.

3.3 **Customer Needs and Accessible & Fair Services** – We encourage and support joint working between all tenures of residents, staff and other partners to allow communities to flourish. We collect information via our Customer Needs Review about our residents. This includes their protected characteristics, communication needs and any vulnerabilities. This helps us to better understand their needs and tailor our services.

3.4 **Supporting our residents** – We will work with residents through our [Community Strategy](#) to encourage stronger communities and neighbourhood wellbeing by addressing worklessness, homelessness and youth engagement as well as delivering on other community improvement initiatives. This will be replaced by a new Neighbourhood Strategy in March 2026.

3.5 **Dealing with Antisocial Behaviour** – We are committed to working in partnership with all tenures of residents, staff and other partners to effectively tackle antisocial behaviour. This is explained in further detail in our [Antisocial Behaviour Policy](#).

3.6 **Intensive Housing Management** – To maintain the quality of accommodation our Maintenance & Wellbeing Assistants and Maintenance Assistants regularly visit, encouraging residents to inform them of repairs that need to be actioned and to

participate in Health and Safety checks. Residents living in supported accommodation are supported by a range of providers to help them in developing the skills needed to move on to permanent accommodation. For residents who live in our older person's accommodation, welfare checks are carried out and sign-posting and referrals for support services are in place. This helps residents remain independent in their own homes for as long as they wish, where it is safe for them to do so. Our Aids and Adaptations Procedure sets out how we will support residents to remain independent by carrying out improvements and adaptations to their homes.

3.7 **Safeguarding of Vulnerable Persons** – We work to ensure all residents are able to live safely within their home without fear of abuse. Our Safeguarding Policy details how we work to protect our residents.

#### 4.0 SHARED ACCOMMODATION AND COMMUNAL AREAS

4.1 These areas include:

- shared doorways and any windows in communal areas;
- hallways, stairs and lifts;
- gardens and grassed areas;
- bin stores and drying areas;
- paths, roadways and parking areas, and;
- any other common communal spaces that we manage.

4.2 **Repairs and Maintenance** – We will ensure that communal areas and facilities are kept in good repair, adequately serviced and lit, kept free of litter, unwanted items and graffiti, and kept safe, clean, and secure. These will be completed in accordance with the timescales set out in our Repairs and Maintenance Standards.

4.3 **Health & Safety** – To ensure the safety of all residents, items must not be stored in communal areas without our express permission – see our Residents Handbook. We will immediately remove any items assessed to be hazardous and may recharge the resident. More information around our approach to monitoring and mitigating the risk of fire can be found in our Fire Safety Policy and Procedures including details on our regular inspections and Fire Risk Assessments. We also carry out regular compliance checks for asbestos, electrics, gas, lifts and water hygiene. We also have a separate Damp and Mould Policy and Procedure.

4.4 **Building Checks** – These are undertaken on the communal areas of the buildings in housing for older persons each week and include estate inspections. Inspections for supported accommodation are carried out on either a weekly, fortnightly or quarterly basis depending on the service. Visits are scheduled on specific days which are publicised to residents so they are able to join or raise issues if they need to.

4.5 **Sustainability** – We will work with local authorities to ensure the right rubbish and recycling facilities are provided. We will take action wherever possible against

residents who dump rubbish and may recharge the costs of removal to the resident. Our approach to sustainability is set out in our [Sustainability Policy](#).

- 4.6 ***Estate Inspections (all), Estate Action Days (general needs), Coffee Mornings (older persons) and House Meetings (supported)*** – Historically, these regular events give us an important opportunity to listen to the views of individual and groups of residents on the services provided and to identify any further issues. We will let residents know the times and dates in advance. The frequency will differ from estate to estate dependent on need, and the views of residents. For general needs estates, these are inspected monthly. More information can be found in the [Estate Inspections Procedure](#).
- 4.7 ***Smoke Free*** – Within supported accommodation there are a number of shared houses. These are completely smoke free with no smoking permitted within any part of the building, including bedrooms. See [Smoke Free Procedure](#). In all other supported and older person's accommodation and in our general needs accommodation, smoking is not permitted in communal areas but is allowed in each individual's own private dwelling.
- 4.8 ***Misuse of Drugs*** – We are committed to achieving the right balance between social inclusion and community safety. While we aim to provide an accessible and inclusive service, we also recognise that we have a duty to provide a safe environment for all residents, staff, contractors and visitors, and to be sensitive to the local community. See our [Anti-social Behaviour Policy](#).

## 5.0 NEIGHBOURHOOD INVESTMENT

- 5.1 ***Pro-active Asset Management*** – We invest in our properties via the delivery of planned and cyclical works which service to improve communal environments within neighbourhoods and enhance quality of life. Details of our approach can be found in our [Asset Management Strategy](#). We are also careful about the sites we choose to develop and the specifications and work closely with housing management teams and Property Services. Details of our approach can be found in our [Development Strategy](#).
- 5.2 ***The President's Fund*** – This is an annual fund linked to delivering estate improvements that residents want to see, as well as to provide added value to services – for example improving the quality of life for residents, allocating money for specific projects and encouraging groups of residents to join together for events. The fund is resident-led and many initiatives benefitting our neighbourhoods have been made possible through the fund. See the [Presidents Fund Guidance](#) for more information.
- 5.3 ***'Consortia' neighbourhoods*** – A 'consortia' neighbourhood is when more than one landlord has properties within a specified area. Most will have a consortia agreement which sets out the responsibilities of each landlord. Plans for improvement will be consulted on with all residents and cost divided among landlords. Less formal arrangements may be put in place where we have co-joining land and/or properties with other registered providers and private landlord.

- 5.4 **Resident improvements** – We support residents enhancing their homes through alterations and improvements, but acknowledge that as part of a wider community, certain standards must be met. All residents need written permission before installing items such as satellite dishes/aerials and sheds. We will not unreasonably refuse consent. See [Residents Handbook](#).
- 5.5 **Abandonments and squatters** – We are aware of the negative impact that abandoned properties can have on our neighbourhoods, particularly when these are subsequently squatted in. We will take prompt action to ensure the safety and security of abandoned properties and to bring them back into occupation as soon as practicable.
- 5.6 **Sub-letting** – We take seriously any tenancy fraud such as sub-letting and will seek to take action to recover properties where we can prove this is happening. See [Tenancy Policy](#) for more information.
- 5.7 **Pets** – We appreciate that keeping a pet can be important to mental health and wellbeing. We will therefore consider requests on a case by case basis. See [Pets Procedure](#) for more information as well as our [Homeowners Pet Policy](#).

## 6.0 RUNNING A BUSINESS FROM HOME

- 6.1 We support residents who wish to run a business from home, but acknowledge that as part of a wider community, certain standards must be met.
- 6.2 All residents need written permission before starting a business from home. We will not unreasonably refuse consent.

## 7.0 VEHICLES

- 7.1 Vehicles are an essential part of many residents' lives. Our aim is to reduce irresponsible parking, parking-related disputes, dumping of illegal vehicles and resolve access problems for emergency vehicles. We will work in partnership with residents and other local groups to do this. This may result in a reputable company being appointed to operate a parking scheme. See [Abandoned Vehicle Procedure](#).
- 7.2 **Abandoned and un-roadworthy vehicles** – We will work with the relevant authorities to arrange removal and disposal of abandoned and un-roadworthy vehicles. Any costs may be recovered according to our [Recharge Policy](#) and any local procedures.
- 7.3 **Caravans, trailers, oversized and recreational vehicles** – The approach taken will be tailored to the individual situation and the local environment. It will often depend on whether the vehicle is parked in a front or a back garden, or in a driveway. We will not unreasonably refuse a resident's request but will take into account the terms of the tenancy agreement or lease and any covenants.

## 8.0 SNOW

- 8.1 Gritting after snow fall will not be undertaken on all estates. Decisions will be taken locally based on the vulnerabilities of residents and the feasibility of resourcing gritting

work. Grit bins are in place at most of our older persons accommodation and the option to use them is built into the contract of our grounds maintenance contractor.

## **9.0 PLAYGROUND EQUIPMENT**

- 9.1 Play is an important part of children's wellbeing and development. Where we own play areas, we will ensure equipment is safe to use, properly inspected and fit for purpose.
- 9.2 We will carry out or nominate a reputable company to regularly inspect play equipment according to the relevant legislation working to a locally agreed timetable. See [Playgrounds Procedure](#).

## **10.0 RIGHT TO MANAGE**

- 10.1 The Right to Manage (RTM) was established under the Commonhold and Leasehold Reform Act 2002. It lets some residents take over the management of their building without needing the landlord's consent. It is also laid out in the Consumer Standards.
- 10.2 This means residents will be responsible for things like:
- collecting and managing the service charge
  - upkeep of communal areas (such as communal hallways and stairs)
  - upkeep of the structure of the building (such as the roof)
  - dealing with complaints about the building from other leaseholders
- 10.3 To qualify for Right to Manage (RTM):
- the building must be made up of flats (houses do not qualify)
  - at least two-thirds of the flats in the building must be leasehold - with leases that were for more than 21 years when they were granted
  - at least 50% of the building must be residential - for example, if there's a shop in the building, it cannot take up more than 50% of the total floor area
  - any number of owners can set up an RTM company - but at least half of the flats in the building must be members of the company before it can actually take over management
- 10.4 Qualifying leaseholders can use the RTM for any reason and do not need to prove that the building has been badly managed.
- 10.5 Where qualifying leaseholders exercise their RTM, we will work with them where eligible and follow the government guidance which can be found on the following link: [Government Guidance on Right To Manage - A guide for landlords](#).

## **11.0 COMPLAINTS**

- 11.1 We aim to deliver quality services. However, if any residents have a complaint about our services, we will address it using our complaints procedure. See [Complaints Policy](#).

## **12.0 MONITORING AND PERFORMANCE**

- 12.1 Through resident surveys and performance management information, we measure satisfaction and how we are doing in terms of our services and the quality of our neighbourhoods. We publish much of this information so residents can see how we are doing, and we use it to see where and how we need to improve. We will continue to monitor these areas in line with the Tenant Satisfaction Measures and will keep residents updated with how we are improving services so they can hold us to account.

## **13.0 RESIDENT CONSULTATION**

- 13.1 We have recently consulted with residents on a new Neighbourhood Strategy which will be published in March 2026. This will result in an action plan to help develop and improve our neighbourhoods and communal spaces and the services linked to these. This policy reflects our existing practices as of January 2026 and covers the key areas highlighted in the consultation. The new strategy will enable us to develop a new improved policy over the coming years in line with resident feedback.

## **14.0 EQUALITY AND DIVERSITY**

- 14.1 We are committed to ensuring our involvement activities are inclusive and reflect the diversity of our residents. Engagement methods will be adapted to overcome barriers and promote equality.

We will be an inclusive organisation which seek views from all groups. Approaches to resident involvement will be inclusive by engaging with residents from a range of backgrounds and experiences.

We will utilise our customer needs information that we hold to ensure we can reach out to underrepresented communities through targeted communications.

- 14.2 An Equality Impact Assessment has been undertaken and has indicated that this policy would not discriminate against any specific groups.

## **15.0 GDPR AND DATA ACCESS**

We take data management seriously and are committed to upholding the principles established under the UK General Data Protection Regulation (Regulation (EU) 2016/679, as retained in UK law), the Data Protection Act 2018, and the Data (Use and Access) Act 2025. These legislative frameworks guide our approach to data governance, ensuring that personal data is handled lawfully, fairly, and transparently. Our [GDPR Policy](#) provides additional information.

<b>Version History</b>	
<b>Policy name</b>	Neighbourhood Policy
<b>Version</b>	3.0
<b>Lead Officer:</b>	Director of Customers
<b>Equality Impact Assessment Completed</b>	October 2025
<b>Data Protect Impact Assessment Completed</b>	October 2025
<b>Resident Consultation Completed</b>	Consultation took place in December 2025 and January 2026 as part of the new Neighbourhood Strategy which will be published in March 2026
<b>Colleague consultation</b>	November 2025
<b>Date of Issue</b>	January 2026
<b>Date of Review</b>	January 2029
<b>Policies and procedures replaced</b>	Neighbourhood Policy 2022 v2.0