



# Neighbourhood and Communities Policy

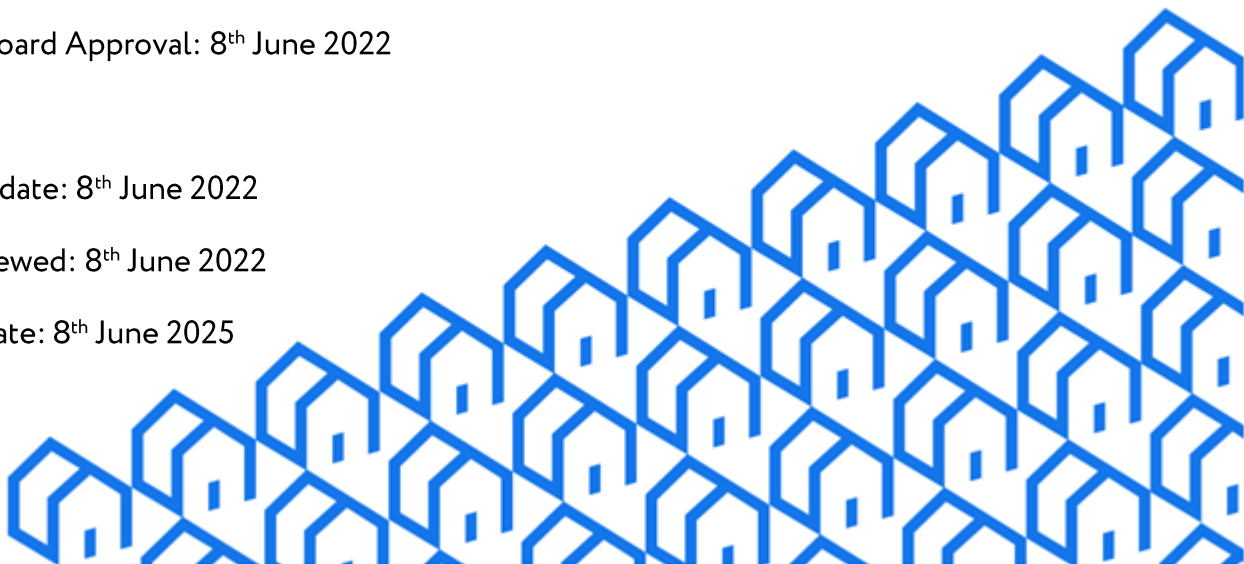
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## **Aim of policy**

This policy sets out how Empower Housing Association (EHA) manage all their properties in relation to their environment, neighbours and all aspects of the community.

## **Policy**

EHA believe that everyone should be able to live in a well maintained, safe and clean environment which they can be proud of. The way in which we manage our properties directly affects the quality of life and environment enjoyed by our tenants.

We will work with all our tenants, service providers councils to ensure that the homes we own and the neighbourhoods, are managed and maintained to the highest standard.

Our approach to Neighbourhood and Communities Management includes but is not limited to;

Grounds maintenance – EHA carry out regular checks to all their properties and manage regular gardening visits on the majority of sites. Our Grounds Maintenance service ensures that borders and shrub areas are looked after according to the plant species and grassed areas are cut as appropriate during the different seasons.

Cleaning - We will ensure the external areas are clean and safe. We also expect tenants, leaseholders and other customers to play their part in keeping their neighbourhoods clean by disposing of unwanted items responsibly. We pay particular attention to the paths and driveways on keeping them clean and clear from debris.

Parking – Whenever possible we provide parking for our tenants where needed. The parking spaces must be used primarily for our tenants. Staff and visitors are expected to be courteous when visiting our properties in regard to parking i.e., not to block driveways/block turning circles etc. EHA will work with tenants and care providers to reduce irresponsible parking, parking-related disputes, and abandoned vehicles. We may include the use of barriers, bollards, or gates to manage and control the use of parking areas.

EHA carry out regular checks (Performance Review Checks - PRCs) both over the phone and visiting the property. Questions are asked regarding neighbour / community issues and noted. EHA will always aim to resolve any issues that arise in a fair and timely manner.