Policy name **Neighbourhood Management Policy**	
Executive responsible;	Director of Housing & Director of Property Services
Review by;	Director of Housing, Director of Property Services, Housing and Customer Engagement Manager, Resident Engagement Panel (Dec 2025)
Type of review;	Full
Authority to amend;	Chief Executive
Frequency of review;	Every three years
Last review;	January 2026
Next review;	January 2029
Responsibility for delivery;	Housing and Property Services Teams
Strategy;	Customer & Communities Strategy, Property & Building Safety Strategy
Supporting Documents;	Anti-social behaviour policy and procedures, Tree, Parking, and Pest management policies, Resident Handbook.
Associated risk;	Risk 8 Inadequate and ineffective customer service and/or engagement Risk 9 Health and safety failure or neglect
Equality & diversity	We cross reference satisfaction with neighbourhood with a range of diversity criteria.
VFM & benchmarking;	We benchmark tenant satisfaction measures on neighbourhoods, anti-social behaviour, complaints and communal areas on an annual basis

Version Number	Sections Amended	Date of update	Approved by
1.0	Full review	November 2022	Chief Executive
2.0	Full review	January 2026	

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1. Introduction

Managing neighbourhoods well is an integral part of Cornerstone's role as a landlord. We are committed to working in partnership with residents, other agencies and contractors to provide clean, safe and secure neighbourhoods that residents feel proud to come to, and where they can have quiet enjoyment of their homes.

This policy sets out how we 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.

2. Aims & Objectives

The aims of this policy are to:

- Provide neighbourhoods where people want to live now and, in the future.
- Be proactive in ensuring our neighbourhoods are well maintained, safe and secure places to live.
- Ensure the grounds, communal areas, and facilities that we own are well maintained and provide value for money for residents
- Meet the requirements set out by our regulator in the Regulatory Consumer Standards and in law.

To achieve this, we will:

- Be clear with our residents about the standards of service they can expect and how to raise concerns if we don't meet them.
- Listen to and act upon feedback from our residents, encouraging their involvement, working in a collaborative way, and consulting with them on what's important to them where they live.
- Ensure that residents are made aware of their respective responsibilities.
- Be mindful of the individual circumstances of the resident where their responsibilities are not being met and work with them to find solutions where appropriate.
- Provide communication in an accessible format for them and encourage residents to tell us if there is something we can do make communication between us easier, for example, different languages, different height signage in communal areas, large print.
- Work with relevant external organisations to help us resolve neighbourhood issues, for example, community safety partnerships,

Expected outcomes are:

- Good levels of resident satisfaction that we make a positive contribution to neighbourhoods.
- Good levels of resident satisfaction with the way we keep communal areas clean and well maintained

- Increased customer engagement through Estate Champions, regular neighbourhood events and inspections
- Good resident satisfaction that service charges are value for money.

3. Legal & Regulatory Framework

We will comply with the Regulator's Neighbourhood and Community Standard, specifically the safety of shared spaces and local cooperation, through partnership working with our residents and external organisations and our commitment to keeping neighbourhoods and communal areas clean and safe.

This will include gathering information on customer satisfaction set out in the Tenant Satisfaction Measures (TSM's) specifically related to how safe and secure customers feel in their neighbourhoods and they feel about their neighbourhoods as a place to live.

We will comply with other statutory requirements applicable to us as a landowner, in particular those related to environmental issues. The following are relevant legal considerations:

- Social Housing Act 2023
- Clean Neighbourhoods and Environment Act 2005
- Environmental Protection Act 1990
- Refuse Disposal (Amenity) Act 1978
- The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008
- Law of Torts (Interference with Goods) Act 1977
- Public Health Act 1936
- The Regulatory Reform (Fire Safety) Order 2005
- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Occupiers Liability Acts 1957/1984
- Health & Safety at Work Act 1974
- Regulator of Social Housing Consumer Standards
- Health & Safety, Fire Safety, Environmental Protection Acts
- Equality Act 2010

4. Neighbourhood Nuisance And Anti-Social Behaviour (Asb)

Neighbourhood nuisance and anti-social behaviour can be a blight on a community, and we are aware of the impact that this has on residents. Our approach to managing anti-social behaviour in our neighbourhoods is set out in our separate ASB policy.

Noise complaints may be required to be considered as a neighbourhood management issue that requires support and intervention. However, some noise complaints will be investigated as anti-social behaviour if found to be persistent, malicious or related to behaviour that would

be considered a breach of tenancy. Cornerstone will undertake a noise assessment to ascertain if the noise should be considered a neighbourhood management matter or requires anti-social behaviour investigation.

If noise complaints are found to be a neighbourhood management issue, Cornerstone will, if necessary, work in partnership with other relevant agencies, including for example the Local Authority Environmental Health Department, and may consider the following reasonable intervention and support to maintain good neighbourhood relationships;

- Mediation
- Establishing neighbourhood agreements
- Information sharing
- Adequate insulation from transference noise

To avoid noise complaints in the first instance, Cornerstone will implement, where possible, new home standards to ensure

- carpets are not removed unless they are in a poor state of repair
- hard flooring is removed when there have been reports of noise linked to the property
- properties have adequate insulation from transfer of noise
- anti-vibration mats are fitted into the washing machine space

5. Management of communal areas

Communal areas include shared entrance ways, staircases and landings, bin stores, drying areas, pathways and parking which are owned and managed by Cornerstone.

We will ensure that the communal areas within blocks and schemes are maintained, kept clean, safe and secure, promptly repaired, kept clear of items and are adequately serviced and lit.

We will visit and inspect communal areas every two months, and where recurring problems arise, we will work in partnership with the Local Authority, Police and other agencies to resolve the problem.

We will ensure that residents understand their responsibilities as tenants regarding the use of communal areas. This includes:

- No smoking in internal areas
- Disposing of rubbish and waste appropriately
- Not storing or dumping items in communal areas
- Not interfering or causing damage door entry systems, security or safety equipment
- Keeping the building secure by keeping communal doors shut.

Cornerstone welcomes the involvement of our customers in active management of our communities, through initiatives like our volunteer Estate Champion role. This enables customers to provide feedback regularly on our neighbourhood management performance.

The cleaning of communal areas will be carried out regularly unless we have an agreement with residents that they manage this themselves. Cleaning schedules are set based on the needs of the individual scheme and costs are recovered by service charges, which we consult on every two years. To ensure value for money for residents to hold us to account we will display cleaning standards and schedules in blocks and manage the performance of cleaning contractors or staff through regular inspections and contract reviews.

Health and safety inspections are carried out in our blocks periodically in line with the risks associated at that property. Actions are logged for follow up, and areas of concern are reported to our Health and Safety Committee which meets monthly.

Fire safety information, including if there is a stay put or evacuation plan, is displayed on notices in the block and information on fire safety is provided to all new customers and in our Residents Handbook.

We appreciate that some residents like to make corridors and landings more ‘homely’ and others may misuse communal areas by using them as storage or for disposing of items. We have a duty to ensure that any items placed in communal areas do not pose a fire risk by being a source of fuel, cause a trip hazard, or restrict escape routes in any way.

To keep our residents as safe as possible we have adopted a firm approach and where personal belongings are restricting an exit or increasing the flammability of a building, the responsible resident will be asked to remove them immediately. Cornerstone will not allow the claiming of any communal area for the use of individual tenants i.e. where a section of common area or garden is restricted for the use of an individual tenant or group.

In some cases, action may need to be taken by us to remove goods and personal items stored in communal areas. If goods do not pose an immediate risk to residents’ safety, we will try to ascertain who the owner of the goods/personal items is and if this is possible, they will be asked to remove them. If the owner no longer wants the goods and/or we cannot identify the owner of the goods, we will comply with the relevant provisions of the Torts (Interference with Goods) Act 1977 and will seek to remove them. This may include us removing such items to a safe place of storage whilst the notice is running to ensure any immediate risk is managed.

Where we need to remove and dispose or store items left in communal areas, the costs associated with this will be recharged to the individual resident responsible where this is known to us.

We do not allow the storage and/or charging of any mobility scooter, e-bike, scooter or any other battery-operated vehicle in closed communal areas of our properties other than in designated storage areas as they can pose unacceptable health and safety risks to

residents. We will take action on, including any appropriate legal action, where the storage of these vehicles poses risks for residents, neighbours or staff using the building but will consider providing additional storage facilities where appropriate.

6. Grounds maintenance of communal grounds

Communal grounds include shared grassed areas, shrubs and flower beds which are owned and managed by us.

We will ensure that communal grounds are maintained to a good standard, grass is cut regularly, and flower and shrub beds are kept neat and tidy. Our approach to grass cutting is that we will cut and drop the grass when appropriate. We are committed to biodiversity when managing our communal green spaces, this may mean on some sites we cut some areas and leave wilder areas to encourage bees and other wildlife to thrive.

Regular inspections of communal grounds will be carried out by the Housing Team, and supplemented by our volunteer Estate Champions where applicable. Where recurrent problems arise, we will work in partnership with the Local Authority, Police and other agencies to resolve problems.

The contract for the maintenance of communal grounds is currently delivered by a combination of our in-house team and an outsourced service, to achieve value for money. We will manage the performance of grounds maintenance contractors or staff through regular inspections and contract reviews.

7. Tree maintenance

We have a dedicated tree management policy which details our approach of active management of our existing tree stock and planting of replacement specimens. We ensure that we follow industry best practice guidelines and legislation which includes making sure that we consider any Tree Preservation Order that maybe in place prior to carrying out works.

Communal areas - We complete risk assessments of our tree stock at specified timescales based on data from our tree survey program. Works are prioritised on the outcome of these surveys.

Individual gardens - We will, on request, inspect trees in individual gardens when we receive a report that a tree is causing damage to a property, is dead, diseased or dangerous. Cornerstone does not permit the planting of invasive species and customers should seek permission before planting anything that could pose a risk to people or property for example bamboo, ivy etc.

We will normally only undertake work to trees in individual gardens when it is necessary on health and safety grounds. We will not respond to requests to prune or fell trees when there is no justifiable reason.

Where we plan to undertake tree removal, we will consult and involve all residents affected by the works to seek their comments prior to commencing the work. Cornerstone will also inspect gardens when properties become empty and complete any required works before a new tenancy is started.

8. Environmental improvements

We will work with residents and stakeholders to identify environmental improvements to communal areas on our estates and at our schemes.

We will work with residents and appropriate partners to identify solutions to problems.

We will make provision within our budgets, to deliver environmental improvements and seek additional funds from other sources when appropriate.

Where we plan to undertake environmental improvement, we will consult and involve all residents affected by the works to seek their comments prior to commencing the work.

9. Security

We will work in partnership with residents and other agencies on initiatives to improve security and community safety in areas where we own properties.

We will provide all communal blocks owned and managed by us with door entry systems where practical and ensure all walkways, stairwells and footpaths owned by us are well lit to deter crime and anti-social behaviour.

We don’t currently have any permanent CCTV provision in our communal areas but will consult with residents where it is felt this could be useful in effectively managing anti-social or criminal behaviour for example, fly tipping, graffiti and other nuisance behaviour. We may install temporary CCTV cameras to support investigations and resolve neighbourhood nuisance or anti-social behaviour.

We will consider safety and security carefully when developing new estates, where possible designing issues out from the beginning.

10. Garages

We will let and manage our garages to maximise income whilst ensuring an efficient and effective service for garage tenants. All garage sites are regularly inspected and maintained.

11. Vehicles

Vehicles are an essential part of many customers' lives. We aim to minimise irresponsible parking and parking related disputes, resolve dumping of illegal vehicles and access problems for emergency and service vehicles in accordance with our parking and abandoned vehicle policies. We will work in partnership with residents, external agencies and other local groups to do this.

12. Abandoned vehicles

We recognise the significant impact that abandoned vehicles can have on a neighbourhood, therefore we will take action to ensure all vehicles abandoned on land owned and managed by us are identified and removed. The costs of removal may be recharged to the owner of the vehicle if they can be identified in accordance with our Abandoned Vehicles Procedure.

13. Caravans, trailers, oversized vehicles

Our approach to caravans, trailers and oversized vehicles within our neighbourhoods will be dependent on the individual situation and will be assessed locally on a case-by-case basis having regard to any relevant provisions within our tenants' tenancy agreements with us.

Where issues with a caravan, trailer or oversized vehicle arises, we will consider the local environment, parking location, impact on other residents, local planning requirements and terms of the tenancy or leasehold agreement when trying to resolve the situation.

14. Parking

We own parking areas in many locations and the way we manage these varies depending on the location and demand for spaces in each area. We will make residents aware of their responsibilities for appropriate parking and will contact residents who are not following the conditions set out in their tenancy.

We may appoint a reputable company to operate a parking scheme, or parking maintenance, in our neighbourhoods to ensure the effective management and/or control of our parking facilities. We have a dedicated policy on parking management.

15. Play Areas

Where we own play areas, we will ensure that the area is safe to use, properly inspected and fit for purpose. We currently only own one play area which consists of a flat play surface and no equipment.

We will ensure that all new playgrounds and equipment are designed and installed in compliance with any relevant and applicable statutory requirements, legislation and design standards.

We will carry out or nominate an independent suitably qualified body to regularly inspect and risk-assess play areas and equipment that we own according to any relevant legislation and good practice.

All staff and contractors have a responsibility to report any potential health and safety issues or hazards with play areas or equipment.

If a defect is discovered, or maintenance is required, we will arrange works based on an assessment of priority. High risk defects or hazards may result in the immediate closure of the play area. All inspections, risk assessments and maintenance information for play areas and equipment will be recorded and held in a central database.

All play areas owned by us will include appropriate signage displayed in a prominent position near the play equipment.

16. Vandalism And Graffiti

Vandalism and graffiti are criminal damage, and we would like residents to report this to us.

We will work with Police and Local Authority partners to try and identify and prosecute the people responsible, where we have evidence to do so.

We will remove offensive or abusive graffiti in communal areas and empty properties within one working day and any other graffiti within seven working days.

17. Waste Management

We will advise new residents at the start of their tenancy of the arrangements for refuse and re-cycling collection.

We will work with our Local Authority partners to encourage residents to re-cycle and re-use their household waste.

We will provide and maintain appropriate facilities for refuse disposal and recycling in our blocks. We have a dedicated resource to remove bulky waste and fly tipping in bin stores at the earliest opportunity.

We will signpost residents to Local Authority bulky waste collections services and assisted collections for people with disabilities.

Cornerstone will not tolerate residents misusing waste collection facilities or bin store areas and we will aim to identify the resident or household causing the issue and work with them to resolve the issue. Following investigation and communication with residents we may recharge the responsible resident(s) for the removal of waste and refuse area cleans. We will also support Local Authority action, where taken.

18. Fly-tipping

Fly-tipping is the illegal dumping of waste. When this occurs on land owned or managed by Cornerstone, we will use our best endeavours to identify the source of the illegal dumping and will take appropriate action and/or support our Local Authority partners to prosecute the people responsible.

19. Untidy Gardens

The condition of a tenants own garden can have quite an impact on the community, both positively and negatively. If it's overgrown or full of rubbish, not only can it look awful, but it can also attract pests such as rats.

We will make tenants aware of their responsibilities for looking after their own garden. If it becomes untidy or is an environmental concern, we will take account of the tenant's individual circumstances and what may be going on for them at the time. We will signpost them for support and advice and give reasonable timeframes for the issue to be resolved. If the garden is not bought up to a reasonable standard in a reasonable amount of time, we will warn tenants if their tenancy is not being followed and the consequences, which could include legal enforcement action.

20. Winter Gritting

We have a dedicated policy on winter gritting, which details the sites that we grit during icy periods. Please refer to this.

21. Satellite Dishes

Home's may have the facility to be connected to cable TV, residents are asked to contact us if they are not sure. Residents will need our written permission if they wish to install a satellite dish, as there are planning rules around the positioning of it which need to be taken into consideration.

Any installation which drills into the fabric of the building will require our permission for installation, for example:

- Fibre broadband
- BT
- Sky
- Virgin Media
- Additional lines

22. CCTV And Smart Doorbells

The installation of CCTV at residents' homes is considered a tenant alteration and therefore they must first obtain permission from Cornerstone in writing. All requests will be assessed on a case-by-case basis.

Some things to consider:

- The system must be fitted by a suitably qualified technician. We may ask residents to provide evidence of this.
- Residents will be responsible for maintaining the equipment and must remove the CCTV system when they move and repair any damage caused to the property, such as holes drilled in walls.
- The CCTV cameras must only record images within the boundary of their home. We will not permit for CCTV to be fitted to flats that would monitor internal or external communal areas, and any CCTV installation must not breach data protection legislation.
- The CCTV camera must not cause a nuisance to neighbours, for example be directed onto another person's property. This would constitute a violation of privacy and/or harassment.

When asking for permission to install CCTV residents must tell us:

- The reason why they wish to install CCTV.
- Details of the number of cameras and where they will be positioned.
- Information regarding what the cameras will be monitoring.

We reserve the right to review or withdraw permission should the CCTV be misused or is the subject of a complaint. Once we have reviewed your application, we will provide you with a decision in writing.

Residents are allowed to install smart doorbells but must follow the same guidance as installing CCTV and ask for permission. This covers any doorbell which records and saves the footage for later.

23. Pests

We have a dedicated policy on pest management, which details how we will respond when issues with pests are reported to us. Please refer to this.

24. Signs, Adverts And Flags

Residents must not place or exhibit any notice, advertisement, sign, flag or board on the outside of the property or inside the property, so that it is visible from the outside, without first getting written permission from Cornerstone and any relevant planning permission from the Local Authority.

For health and safety reasons, flags must not be flown in communal areas, and Cornerstone does not permit the installation of flagpoles on any of its land, regardless of whether this is a communal or private garden.

Where a flag is displayed in the vicinity of a resident's property, it must comply with the broader policy.

We recognise that there will be occasions when residents will want to celebrate national holidays, social or sporting events. On these occasions residents may display a flag for the duration of the event - this is generally expected to be limited to the day(s) of the event and permission is not required, examples of these days can include:

1. A social or cultural day (e.g. Pride, Diwali, Black History Month etc)
2. A sporting event (e.g. World Cup, Olympics etc)
3. A national day (e.g. St Andrew's Day, St David's Day, St George's Day etc.)

For any flag displayed exceeding this timescale, residents must submit a formal request using our dedicated 'Signage Alteration Application Form'. Upon receipt, we will review the application and respond within 42 calendar days.

We are committed to fair and inclusive practices and will not withhold permission unreasonably. However, permission will be refused if there is a reasonable belief that the flag is being used to incite hate, discrimination, or division within the community.

25. Customer Voices

Our customer service advisors are trained to provide initial advice and information, but every neighbourhood has a dedicated housing officer who can be referred to for any concerns residents may have about their neighbourhood.

The housing officer's complete regular community walks and inspections and residents are invited to join them on these so that their voices can be heard.

We will publish information about who the dedicated housing officers are for each neighbourhood and dates when they are inspecting. If customers are unable to attend but still want to give feedback, we can door knock or encourage feedback through all our other normal communications channels, phone call, SMS, email, letter, in person.

We encourage customers to take an active role in monitoring our work in their neighbourhoods. We do this through community voices where we ask customers in the community to be champions for their area, regularly providing us with feedback on how we're doing.

We survey customers annually in our annual tenant survey and we ask specific questions about how they feel about their neighbourhood, safety and security.

Customer feedback and complaints are another way for us to hear from our customers about how we are doing in their neighbourhoods.

Our Resident Engagement Panel completes specific reviews on neighbourhood satisfaction and engages proactively with customers in their areas.

We will consult with residents regarding changes to service charges and involve residents in the procurement of contractors completing work in our neighbourhoods, such as cleaning and grounds maintenance.

26. Monitoring & Review

Information on customer feedback and complaints along with outcomes of surveys, involvement of our Estate Champion volunteers and neighbourhood reviews are fed back to our Resident Engagement Panel and Board so that they can measure how well we are doing in our neighbourhood, they can also ensure that actions are put in place to address areas for improvement.

We measure ourselves against the expected outcomes of:

- Increased levels of resident satisfaction that we make a positive contribution to neighbourhoods.
- Increased levels of resident satisfaction that we keep communal areas clean and well maintained
- Increased customer engagement through Estate Champions, regular neighbourhood events and inspections
- Increased resident satisfaction that service charges are value for money.

We will map satisfaction levels with diversity data to ensure particular groups are not experiencing disproportionately worse levels of service in their neighbourhoods.

Residents can use our complaints process if they are dissatisfied with the level of service provided in managing their neighbourhood.

We will review this policy every three years or sooner it there are changes in legislation or best practice.