

STATEMENT OF INTENT

The Saffron Group (referred to hereafter as 'Saffron') delivers a range of services to maintain the communal areas we own within the neighbourhoods where we have properties. We are committed to investing in our neighbourhoods to improve their physical appearance and to create strong sustainable neighbourhoods through effective management and tenant involvement.

1. PURPOSE

- 1.1 The Neighbourhood Management Policy sets out our approach to managing, maintaining, and improving our neighbourhoods and communal areas, it is an overarching policy setting out our approach and the standards our tenants can expect. Please see section 9 for related policies, procedures, and legislation.

2. POLICY

- 2.1 This Policy will be in line with our Service level agreements.
- 2.2 We will demonstrate how we are delivering these standards through the quarterly newsletter and annual report to Consumer Standards.
- 2.3 Saffron will work effectively with partner agencies and tenants to create sustainable neighbourhoods in areas where we operate. Effective management is built on the shared responsibilities of Saffron and other agencies and organisations who either own land or property within these neighbourhoods or deliver a key service to that neighbourhood e.g. the police and local authorities.

3. PRINCIPLES

- 3.1 Saffron will ensure that our neighbourhoods are safe, secure, and well maintained. Our approach to neighbourhood management includes the below areas. We will undertake our obligations in line with our internal procedures.

- Abandoned vehicles
- Quarterly Estate Inspections
- Communal Cleaning
- Littering and fly tip
- Garden Condition
- Graffiti
- Grounds Maintenance – Communal Areas
- Redecoration

4. EQUALITY, DIVERSITY, AND INCLUSION

Please refer to Saffron's Reasonable Adjustments Policy

5. CONFIDENTIALITY

- 5.1 All communication with Saffron will be considered confidential between Tenants, Saffron Staff and partner organisations.
- 5.2 Saffron will respect tenants' confidentiality wherever possible and will advise Tenant's in cases where this would not be possible.

6. COMPLAINTS

Please refer to Saffron's Complaints Policy.

7. COMPLIMENTS

- 7.1 When a compliment is received this will be recorded on the register by the individual manager/team leader. If the compliment relates to a member of staff, the feedback will be shared with them and their manager.

8. DATA PROTECTION

Please refer to Saffron's Privacy Policy

9. RELATED POLICIES, PROCEDURES AND LEGISLATION

- 9.1 The Neighbourhood Management Policy links to Consumer Standards. This standard sets out that housing providers should have a policy for neighbourhood management, demonstrating our commitment to working with our partners to maintain high standards across our neighbourhoods and ensuring that they are clean, safe and secure.

- Complaints Policy
- Equality, Diversity & Inclusion Policy
- Data Protection Policy
- Anti-social Behaviour Policy

- Estate Inspection Procedure
- Service Level agreements

NEIGHBOURHOOD MANAGEMENT POLICY

- Responsive repairs Policy
- Fire Risk Management Policy
- Rechargeable Repairs Policy
- Neighbourhood Management Procedures

10. POLICY REVIEW

10.1 Saffron will review this Policy at least every 3 years.

Consulted with Tenant Scrutiny Group	4 th March 2024
Executive Review	
Board/Committee	SQC
Date Approved	
Review Date	Feb 2027
Officer	Operations Manager - Neighbourhood
Version Number	2

APPENDIX 1 - Summary of Internal Procedures

Abandoned vehicles

All vehicles on land owned by Saffron, including communal land and open spaces must be in a road worthy condition and taxed.

Estate Inspections

Saffron will inspect all our blocks with an internal communal area on a quarterly basis and ensure that the block is safe, any repairs are reported, and the cleanliness of the block is monitored.

Communal Cleaning

We will ensure that we maintain and undertake the cleaning of communal areas where this is our responsibility as landlord. Where applicable, the cost of these services will be collected through the service charge and will vary depending on the services being delivered.

We will ensure tenants are clear about their responsibilities (as set out with the terms of their tenancies where this applies) to clean communal areas where needed and will monitor this through the Estate inspections.

Littering and fly tip

Littering and Fly tip can have a serious impact on our neighbourhoods and our tenant's quality of life. It can also affect Saffron's ability to maintain and improve our neighbourhoods. We aim to respond promptly to incidents of littering and fly tip in our neighbourhoods and to reduce incidents occurring.

Any incidents will be investigated and where possible relevant action will be taken under the terms of our tenancy agreement and our Anti-Social Behaviour Policy. Where appropriate Saffron will work with other agencies to take the appropriate action.

Saffron is responsible for removing litter and fly-tipping on land that we own; this includes communal bin areas. However, tenants are responsible for ensuring that their household rubbish is disposed of appropriately, this includes both general household waste and large items such as household furniture and that these must be disposed of in line with local arrangements.

Garden Condition

NEIGHBOURHOOD MANAGEMENT POLICY

Overgrown and untidy gardens can have a detrimental impact on our neighbourhoods and can often indicate that there are issues with property condition or that our tenant's may need some additional support with their tenancy.

Saffron will act promptly once a garden condition issue is identified and take appropriate tenancy action and/or offer support.

Graffiti

Graffiti impacts our tenant's quality of life and enjoyment of their homes. It also creates a negative perception of our neighbourhoods and can impact their sustainability. We will act to remove graffiti efficiently. In line with our Service Level Agreement.

Grounds Maintenance

Saffron will undertake Grounds Maintenance to Communal land owned by Saffron, where a Management Company has not been instructed.