



# NEIGHBOURHOOD MANAGEMENT POLICY SUMMARY 2023

## 1 Introduction

- 1.1 This policy sets out MDH's approach to managing our estates with the help of our tenants and residents to keep our neighbourhoods clean, safe and secure and where people want to live.
- 1.2 MDH will work in partnership with our tenants and other stakeholders and public bodies where it is effective to do so.

## 2 Policy Aims and Objectives

- 2.1 Overall, in order to meet the aims of this policy, the policy objectives are:
  - We conduct regular neighbourhood inspections of communal areas and ensure that they are well maintained, tidy and free from graffiti.
  - We will work in partnership with the Police and other services to help keep our estates free from anti-social behaviour (ASB), harassment and hate crime.
  - We will conduct fire risk assessments in blocks of flats to identify and address fire risks.
  - We will ensure communal areas are well maintained.
  - Grounds maintenance work is carried out to the required standard.
  - Residents are aware of their responsibilities, both in relation to their property and neighbourhood.
  - We will consult with our tenants to identify improvements and work together to address local priorities.
  - We will identify areas that need improvements and undertake measures to resolve them.
  - We will promote tenant involvement opportunities, activities and events to help develop and support vibrant communities.

## 3 Tenant Responsibilities

- 3.1 These are the main tenant responsibilities in relation to their tenancies and the community they live in:

- Permissions

Tenants must seek permission if they wish to install hanging structures such as hanging baskets or bird feeders in communal areas, especially those in blocks of flats.

- Keys

Additional keys for main entry doors in blocks of flats will not be provided to tenants; although replacement keys may be available in appropriate circumstances. If replacement keys are required, any costs relating to this will be recharged to the tenant. At your request

we can provide a key safe on the exterior of the building for those whose carers require access, a key can be stored here to allow them to access the block.

- Vandalism & Graffiti

MDH will investigate all acts of vandalism and graffiti and appropriate action will be taken against all known perpetrators of vandalism.

- Litter & Fly Tipping

MDH will investigate fly tipping incidents and appropriate action will be taken against all known perpetrators.

- Neighbour Disputes

We expect a reasonable level of tolerance between neighbours and will make fair evaluations on whether a complaint of Anti-Social Behaviour (ASB) is reasonable. An important part of creating sustainable communities is the recognition and acceptance by MDH tenants that the initial responsibility to resolve concerns with others lies with them. Therefore, we may be able to provide advice, but we will not investigate the following concerns:

- A tenant going about their daily activities in their home – for example, playing with children, loud footfall, moving of furniture, babies/children crying, television noise, occasional loud music, toilets being flushed (this is not an exhaustive list)
- Noise occurring at different times due to different working patterns or one off parties
- Concerns which do not breach the tenancy agreement, for example, people staring, smoking or cooking odours, or clashes due to lifestyle or cultural differences
- Concerns which involve residents not being pleasant to each other, but are not serious enough to justify our involvement
- Boundary disputes
- Inconsiderate parking

It is important to be tolerant of other people's lifestyles and to be understanding of these possible differences. Behaviour that results from different lifestyles, or which would not be considered unreasonable by most people is not ASB. Examples of this might include (this is not an exhaustive list):

- Lifestyle clashes
- Children playing or youths innocently congregating
- Ball games
- Parking disputes

- One off party
- Reasonable living noise such as lawn mowing, household DIY, hoovering, toilets flushing, doors banging, noise from household appliances or moving around in top floor apartments
- Vehicles and Parking

You must not park any Vehicle which is untaxed, un-roadworthy or not insured at your property or on any other Council-owned land.

- CCTV and Camera Doorbells

MDH will consider proposals to install CCTV or camera doorbells where appropriate to do so. Please refer to MDH's CCTV Policy for more information on this.

- Cleaning

There is an expectation that tenants, leaseholders and other residents play their part in keeping their neighbourhoods clean and tidy.

- Gardens

The responsibility of garden maintenance lies with the tenant. Where a tenant fails to maintain their garden, MDH will take appropriate action (which may result in a recharge to the tenant).

- Garden Fences

Garden fences are mostly the responsibility of the tenant to maintain. Where there is a dispute between two neighbours regarding the responsibility of a fence or hedge, MDH will provide a boundary plan to confirm responsibility.

- Fires and BBQ's

Bonfires and/ or mini fires on communal land, owned and managed by MDH will not be permitted. Disposable BBQ's are not permitted to be used in communal areas

- Grassed Areas and Communal Land

Grassed areas located on communal land on an estate are provided as an amenity for the benefit of all tenants. Therefore, tenants should seek permission regarding the use of external communal areas; this is particularly important if there is a proposal to establish a gardening club, or to create a wildlife garden, or to run a community social event, for example.

## 4 MDH's Responsibilities

### 4.1 These are the main responsibilities of MDH:

- Neighbourhood Walkabouts

MDH will complete regular Neighbourhood Walkabouts on its estates. Tenants, councillors (both district and parish) and other agencies such as the police are welcome to join neighbourhood officers when an estate in their area is inspected to raise any concerns and share ideas for improvement. A schedule of neighbourhood walkabouts is available on our website.

- Communal Inspections

MDH are committed to undertaking regular communal inspections and will proactively address any concerns raised during these inspections.

- Vandalism and Graffiti

Acts of vandalism to MDH property or land will be repaired as quickly as possible. Offensive/racist graffiti will be removed within 24 hours, all other graffiti will be removed within a reasonable timescale.

Any vandalism on housing land will be reported and within our repair priorities. Any vandalism which is a Health and Safety risk will be dealt as an emergency as per our repair priorities.

- Litter and Fly Tipping

MDH will take reports of fly tipping seriously and ensure that it is dealt with quickly and efficiently.

MDH will investigate all instances of fly tipping on housing land. MDH will request that the responsible person remove the items within a reasonable timescale. If these items are not removed, MDH will arrange for the removal of these items and a recharge will be raised to the responsible person to cover the cost of this service.

Reports of fly-tipping that is not on housing land will be reported to and dealt by the Street Scene Service.

- Anti-Social Behaviour and Neighbour Disputes

ASB can have a significant impact and MDH is committed to delivering a non-judgemental, balanced service. For more information on how MDH tackles ASB, please view the ASB policy and procedures.

Where MDH believes the behaviour does not constitute ASB, you will be told why your complaint does not classify as an ASB complaint and advice will be given to enable self-resolution.

- Vehicles and Parking

MDH will work with our tenants and residents to reduce irresponsible parking and parking-disputes

- Tree Management

MDH have a rolling maintenance plan to reduce avoidable risks relating to trees on land owned by the Council. Works to trees outside the works programme will only be undertaken when there has been an identified risk or hazard, such as it is:

- Unsafe
- Obstructing public footpaths or roads
- Proven to be damaging property

- Pests & Vermin

Pests or vermin that pose an immediate danger to a person or property will be investigated and dealt with appropriately via the responsive repairs team.

- Cleaning

MDH will ensure that communal areas are clean and safe.

- Gardens

MDH will work with our tenants to encourage them to keep their gardens tidy and well-maintained

- Garden Fences

Where a garden fence is the responsibility of MDH it will be maintained by us.

- Grassed Areas and Communal Land

MDH is required to consult all residents affected regarding a major change in the use of the communal area. We will make the final decision if there is any dispute regarding the use of communal space where agreement cannot be reached locally. Any such decisions will take into account legal obligations, policy, local feedback and any other considerations which may be relevant.