

## NEIGHBOURHOODS &amp; ASB POLICY

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## 1. Policy Purpose and Scope

- 1.1. Elim recognise that the neighbourhoods and communities in which our homes are based have a significant impact on the quality of life of our residents and their neighbours. We are committed to effective management of these shared spaces.
- 1.2. This Policy will set out our approach to management of neighbourhood and communal spaces. Successful management of these spaces will lead to greater levels of customer satisfaction with their homes and neighbourhoods, fewer ASB cases and quicker resolution of those ASB cases once opened.
- 1.3. In particular this Policy will outline our approach to:
  - Partnership working within our neighbourhoods
  - Management of communal areas in buildings
  - Management of Anti-Social Behaviour and Hate Incidents
  - Our response to concerns around domestic abuse
- 1.4. This Policy applies to all communal areas, internal and external and it applies to the communities and spaces immediately around our homes. Whilst Elim does not have estates or neighbourhoods where it is the only or predominant landlord, we recognise that we and our residents are stakeholders in any area where we provide homes and as such, we have a role to play in ensuring that they are neighbourhoods that improve the quality of life of the people that live in them, work in them or visit them.

## 2. Partnership working

- 2.1. In delivering this policy, we are dependent on effective partnership working in our communities. Our most critical partners in neighbourhood management are our tenants. We rely on our tenants to

### 3.

3.1. This Policy applies to all sites where Elim has responsibility for public parts of the neighbourhood and all communal areas. Furthermore, it relates to a broader definition of neighbourhoods, reflecting how Elim will contribute to the needs of the local areas in which it operates.

3.2. Elim's vision is to meet housing need and deliver homes that change people's lives. Our management of neighbourhoods is an essential part of delivering this vision. This Policy will outline our approach to:

- Management of neighbourhoods and communal areas
- Management of Anti-Social Behaviour (ASB) within our neighbourhoods
- How we will work alongside local partners to address the needs of our neighbourhoods and broader operating areas.

### 4. Management of Neighbourhoods and Communal Areas

4.1. We are committed to ensuring that our neighbourhoods and communal areas are safe and clean places in which residents are happy to live and that encourage the development of thriving communities. We will do this by:

- Provision of regular cleaning and grounds maintenance services
- Conducting regular estate and communal area inspections
- Prompt and effective management of ASB (see section four, below)
- Facilitating the development of, or participation in, residents' groups where residents have indicated their desire to have one.
- Working in partnership with other local agencies and organisations, not just to tackle problematic issues within our neighbourhoods but also to develop and celebrate the strengths and assets in these areas.

4.2. In carrying out these activities, we will engage in ongoing consultation and communication with our residents. Ways in which we will do this include but are not limited to:

- Our quarterly resident satisfaction surveys.
- Consultation on Policies relating to management of neighbourhoods and ASB.
- Direct resident feedback via the website or other channels.
- Communication to residents via post, website, or noticeboards in communal areas.
- Resident involvement in development and procurement of services for estates.

### 5. The Broader Community

5.1. Elim operate in areas where access to affordable housing is problematic to many. Homelessness is one of the most visible impacts of this shortage of affordable housing that brings its own challenges to our neighbourhoods, but there are numerous less visible effects, such as the impact on diverse communities and the loss of community identity.

5.2. In order to fulfil our vision of meeting housing need, we will endeavour to work with our local authorities to deliver their strategic housing plans. We will seek to do this in a variety of ways, including:

- Provision of accommodation and support to the homeless
- Providing housing solutions for groups who need it, for example our Gypsy and Traveller sites
- Providing input into the development of strategies and plans developed to address housing need
- Partnering and/or supporting other organisations tackling housing need in the local area.

5.3. We believe that housing need and inequality has a negative impact on neighbourhoods. By tackling these issues in the broader communities in which we operate, we aim to improve the social, environmental and economic wellbeing of our residents, wherever they live.

5.4. As a result of the dispersed nature of Elim's housing stock, we recognise the limitations in our ability to meaningfully impact the broader neighbourhood, surrounding the properties we own. However we are committed to connecting and building relationships with partners to maximise our contribution in the areas where we have the highest concentration of homes or specialist services. We will always work to align ourselves with organisations seeking to contribute to the quality of local neighbourhoods, for the benefit of the physical environment and to enhance the provision of access to local skills training, employment opportunities or other community engagement projects.

## 6. ASB, Hate Incidents & Domestic Violence

6.1. We recognise the impact that ASB, Hate Incidents and domestic violence have on individual residents and broader communities. We are committed to tackling these issues proactively, in partnership with existing residents, other local stakeholders, statutory bodies and other agencies.

6.2. Further information can be found in our ASB Policy and our Domestic Violence Policy.