



## Neighbourhood and Estate Management Policy

### Summary Statement

This policy has been written in response to customer and colleague feedback around key issues and it helps us deliver elements of our customer promise.

This statement is a summary of our approach.

We are committed to making sure our homes and the neighbourhoods that surround them are safe and well maintained.

Neighbourhood management is how we look after our customers and the communities they live in. Estate management covers the management and upkeep of those areas of land and buildings outside of individual properties, but where Home Group has a sustained interest.

Home Group is committed to good neighbourhood management practice and this includes a consistent approach to

- Health and safety
- Managing our properties and tenancies,
- Tackling anti-social behaviour and
- Managing change through regeneration schemes.

The Neighbourhood and Estate Management Policy covers those elements of practice not covered in other linked policies and procedures

- It covers our commitment to a partnership approach to area inspections involving customers and partners where possible.
- It allows local teams to decide how regularly inspections are carried out based on an understanding of the risks in each area, but that every estate should be inspected at least once every year
- It provides a framework to manage grounds maintenance and cleaning contracts

The full Neighbourhood and Estate Management Policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk)