

Broadway Living RP Neighbourhood Policy

Policy scope

To set out our approach to the management of neighbourhoods and communal areas.

1. Policy objectives

- 1.1 To keep the neighbourhood and communal areas clean, safe and well managed.
- 1.2 To work in partnership with other providers and public bodies.
- 1.3 To maintain and improve our neighbourhoods.
- 1.4 To support the delivery of the Local Authority's strategic objectives.

2. Background

- 2.1 High quality management and maintenance of communal areas and the wider neighbourhood makes people feel proud of where they live, encourages good behaviour and can contribute to good mental health where the environment is attractive, well designed and nature is encouraged. It can also reduce complaints relating to service charges and tensions between neighbours.
- 2.2 Broadway Living RP prioritise communal services, seeing this as a cornerstone of good management, whilst also recognising that for Shared Owners (who generally have lower satisfaction) it is the main service. To do this it expects communal services to be easy to navigate with clear lines of responsibility and accountability. This includes parking, repairs, rubbish removal, cleaning, gardening, tree surveys, fire risk assessments and graffiti removal.

3. General upkeep

- 3.1 All communal areas will be kept to a high standard of cleaning and repair.
- 3.2 Planted areas will be maintained, allowing for plant maturity and growth provided it does not affect residents access to light.
- 3.3 All areas will be kept free of litter with bins provided where appropriate.
- 3.4 Bins stores will be kept clean and disinfected and have a deep clean as required.
- 3.5 Internal communal areas and external guttering will have cyclical works to maintain their upkeep on a regular basis (no less than 5 years).

4. Nature and the environment

- 4.1 Schemes developed by Broadway Living RP will ensure biodiversity and nature friendly solutions to the planting and design of communal areas which were possible will include trees in line with the Development Guide. Communal areas will provide facilities that encourage use by meeting the needs of the residents who live there.
- 4.2 All contractors will be judged on their environmental credentials as part of the procurement process including planting solutions, water reduction, chemicals used and the disposal of waste.

5. Management arrangements

- 5.1 Where possible Broadway Living RP or their managing agents will have direct control over the management of communal areas either through direct labour or through a contract to which they are a party. Where there is a management company which is in contract with a third-party, Broadway Living RP or their agents will seek to exert control on the appointment of that company, the standard of work, the appointment of contractors and to have a mechanism through which it can escalate areas of concern.
- 5.2 The remedy for service failure is a 24 hour recovery period (due to the frequency of services like cleaning and grounds) ahead of any escalation.

6. Service charges

- 6.1 Accuracy and clarity of charging, quality of services, real-time checking of invoices and fast rectification of service failure is critical to the smooth running of charging. These principles will be built into the design of service delivery and charging for communal services.

7. Safety

- 7.1 Residents will be kept safe at all times. Schemes will be designed to encourage natural surveillance with open access and good lighting.
- 7.2 All sites will be fully compliant with current legislation pertaining to fire safety and other legislation relevant to communal areas. Communal areas will be kept clear of all belongings to enable a clear means of escape in the event of a fire.
- 7.3 Temporary CCTV devices will be installed to deal with areas suffering from repeated behaviour affecting resident safety and Broadway Living RP and its agents will work in close partnership with the Police and Local authority in tackling crime and anti-social behaviour. See also the Anti-Social Behaviour policy.
- 7.4 Hazards will be removed in a timely fashion and trees, play areas and other equipment will undergo regular surveys or inspections.

8. Parking

- 8.1 Residents will be allocated designated spaces for which there may be a charge. Visitor places will be clearly marked and where practical a Zip car of similar facility will be provided on site to reduce car ownership.
- 8.2 Broadway Living RP or its agents may employ an external company to issue parking permits and fine cars parked illegally. Residents should be able to order a new permit online.
- 8.3 Vehicles must be kept in a roadworthy condition and either taxed with the DVLA or have a SORN in place. Illegal or dangerous vehicles will be removed. Any vehicles kept on site must also meet local lease or planning restrictions.

9. Resident involvement

- 9.1 Residents will be consulted on any changes or improvement works and have the opportunity to shape the outcome.
- 9.2 Where the service is being re-designed, Broadway Living RP or its agents will take time to understand the service from the customer's perspective before making any changes and where possible test them with residents before rolling them out.
- 9.3 Residents will be encouraged to plant and maintain their own areas and grow vegetables and other plants as they wish.
- 9.4 Tenancy conditions pertaining to communal areas for example vandalism, graffiti and garden upkeep will be enforced and charges may be issued to recover costs where appropriate for example removing fly tipping where there is evidence of the perpetrator.

10. Working in partnership

- 10.1 In delivering this policy, Broadway Living RP will pay heed to the Local Authority strategic aims to ensure we are working together to meet them as far as is practically possible. Agencies including Environmental Health, Neighbourhood Policing, Refuse Department and Highways will be consulted and collaborated with on design, operational and improvement activity.
- 10.2 Broadway Living RP are able to play the following roles in relation to Local Area Co-operation:
 - attendance at cross functional forums aimed at improving local neighbourhoods
 - input into case conferences where a perpetrator is impacting on the local area
 - input into consultation and collaboration on local area initiatives and broader strategies
 - supporting and involving residents in wider community initiatives and consultation

11. Review

11.1 This Policy will be reviewed as necessary and formally on a five yearly basis.

Check	Date completed	By whom
Risk map	16/3/21	John Baldwin
Regulatory compliance	21/4/21	Devonshires
Equalities Impact Assessment	15/3/21	John Baldwin

Date policy approved: May 2021

Date policy due to be reviewed: May 2026