



# Communities and Neighbourhood Management Policy

## Summary Statement

Achieving our mission of 'Building homes, independence and aspirations' really does drive everything we do. At the heart of our Strategy are our customers and communities and ensuring that our property including communal areas and neighbourhoods, are safe, clean and well-maintained are key parts of this.

We recognise that well managed neighbourhoods are most effective when everyone works together, resulting in a better quality of life for our customers and happier communities.

We want our customers to love where they live and be extremely proud of their surroundings.

Looking beyond the physical side are the social, environmental and economic wellbeing aspects of our communities, and working with our partners we are truly committed to helping them thrive and grow.

This policy reflects all relevant legislation, regulations and examples of good practice.

Our policy standards set out how:

- We help ensure our neighbourhoods are clean, safe and well-maintained. Some of the main ways we ensure they are safe and are being looked after include carrying out area inspections, the management of trees in communal areas, grounds maintenance and cleaning arrangements and each stakeholder taking ownership and being accountable for their part.
- We promote social, environmental and economic well-being by offering practical support to our communities, listening to the things that matter to them and making improvements where we can. Developing our work on community plans and working with partners to respond to the differing needs and requirements of our communities is very important to us.
- We are open and transparent in our communication and provide a variety of ways our customers can contact us. Information can be provided in different formats, and we often work with customer groups to review our documents to ensure they are easy to use. We encourage active customer involvement and provide a range of opportunities to influence and monitor activity connected to this policy.

- We are committed to learning from our customers, partners, and other organisations to improve our services and manage costs associated with the delivery of this policy. Being proactive and dealing with issues promptly and looking for opportunities to do things differently where we can, will help us be more efficient and reduce costs in the longer term.

A copy of the full Communities and Neighbourhood Management policy can be obtained from the Policy Team by telephoning 0345 141 4663 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).