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## Neighbourhood Policy

In this policy, 'Flagship Group' (we) includes the housing associations trading as Newtide Homes, Samphire Homes, and Victory Homes

<b>Department</b>	<i>Housing</i>
<b>Policy Owner</b>	<i>Managing Directors (Housing)</i>
<b>Approved Date</b>	August 2024
<b>Date for Review</b>	August 2027
<b>Approving Body</b>	Managing Director (Newtide Homes)
<b>Equality Impact Assessment Date</b>	2 <sup>nd</sup> September 2024
<b>Version Number</b>	2.0

## Purpose

This policy outlines how Flagship Group will support its tenants and neighbourhoods in creating safe and thriving communities where people want to live.

## How we will support the development of safe and thriving communities

We want our neighbourhoods to be safe and happy places where our tenants want to live. To achieve this, we will focus on three key areas:

### *Communities*

- We will provide a key presence in communities and will work with tenants to identify and implement improvements in our neighbourhoods.
- We will carry out regular walkabouts and inspections to ensure that our homes and the areas where our tenants live are clean, safe, and well maintained.
- Engage with Local Authorities and other agencies to deliver the best partnership working for our tenants.
- We will do our best to deliver services inhouse to provide the best service possible in the most cost-effective way.
- Where we use third parties to deliver services, we will ensure that they are delivering the appropriate communal services and support to our tenants.

### *Support*

- We will offer support to tenants to help them sustain their tenancies.
- We will involve our tenants in decisions that will affect their local area and neighbourhood.
- Consider the wellbeing of our tenants when we design new homes or carry out improvements to existing properties, for example, security of buildings and additional lighting.

### *Safety*

- We will provide grounds maintenance and cleaning as appropriate to ensure that our communal areas are well maintained and kept clean and tidy.
- We will carry out regular playground checks, Fire Risk Assessments, Health & Safety checks, tree inspections, and embed our “Keep Clear & Safe” approach to ensure that items are not stored in communal areas enabling our tenants to escape safely in the event of an emergency
- Consider how we can use CCTV (in accordance with the relevant data protection legislation) to reduce crime, protect our homes and ensure the safety of our tenants.

## Training statement

This policy will be trained out to all members of the neighbourhoods team.

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## EIA statement

An EIA was conducted on this policy on 02/09/2024, and the negative impact has been mitigated'.

## Measuring Effectiveness

To ensure compliance with this policy we will put the following measures in place:

- Collect feedback in relation to our neighbourhoods and use this insight to make improvements where possible.
- Review complaints to identify any improvements required.

## Review Period

This policy is updated as required and formally reviewed every 3 years by the Managing Directors (Housing). It is approved by Managing Director of Housing (Newtide Homes) under delegated authority.