

Neighbourhood Management Policy

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TWO RIVERS HOUSING

Neighbourhood Management Policy

1. Statement of Intent

- 1.1. The purpose of this policy is to clarify how Two Rivers Housing (TRH) will care for neighbourhoods where they own or manage homes, and their approach to reports of concerns or emerging issues.
- 1.2. TRH will work in partnership with tenants, residents, local authorities and other local groups to ensure that the neighbourhoods:
 - Provide safe neighbourhoods
 - Prevent and manage anti-social behaviour
 - Promote community engagement to deliver sustainable communities
- 1.3. TRH will involve tenants in the development of Neighbourhood Action plans with the aim to ensure safety, but also to enable us to share spaces that we are collectively proud of and are areas where tenants want to live.
- 1.4. TRH have homes in 5 local authority areas, though most of our homes are in the locality of the Forest of Dean. We recognise that neighbourhoods are diverse and approaches that work in one place, may not work in another.
- 1.5. TRH work with its local partners to get to know the areas and manage them with our tenants in mind.
- 1.6. Some services that TRH provide will be rechargeable to tenants via service charges, any consultations around those services will be undertaken in compliance with our Service Charge Policy.
- 1.7. This policy should be applied in conjunction with all TRH policies in existence at the time of using it. Most specifically:
 - Service Charge Policy
 - Equality, Diversity and Inclusion policy
 - Reasonable Adjustments policy
 - Community Engagement Policy
 - Safeguarding Policy

- 1.8. This policy is legally compliant at the time of writing and will be reviewed on any change in law or best practice.

2. Neighbourhood Management

- 2.1 TRH will have regard to the wishes of tenants when considering their local areas.
- 2.2 Neighbourhood walkabouts or inspections will take place in each location on a scheduled basis or if a request is received from a tenant or resident in the location.
- 2.3 TRH will encourage colleagues from all areas of our business to attend these walkabouts, including our back-office teams such as finance, human resources and information technology as well as colleagues from our Customer Services team. This is to ensure that colleagues get to know our areas, and to encourage appreciation of the communities we serve.
- 2.4 TRH will invite partner agencies such as the local councillors, police and local authorities, and tenant and residents to “walkabout” with us.
- 2.5 Dates and times of walkabouts will be advertised on our website and social media pages.

3.0 Neighbourhood Action Plans

- 3.1 Neighbourhood Managers, and Housing Managers will work with our Community Engagement Team to ensure that our tenants and residents have a say in what happens in their community and what actions are taken.
- 3.2 Issues, concerns or requests made from our tenants will be considered and looked at within our Neighbourhood Action Plans.
- 3.3 An action plan will be made, for each neighbourhood or area that we own a minimum 25 homes within. Some may be based solely on the grounds maintenance service they receive, and some may be more involved. An action plan may be made with residents in other areas on request.
- 3.4 The action plan will set out the area that it covers, who it applies to and what the plan is for the future. It will set targets for outcomes and cover any identified health and safety concerns.

4.0 Ground Maintenance and Cleaning

- 4.1 Grounds maintenance and cleaning are services that are provided to our tenants and recharged, via a service charge. These services will be reviewed with tenants in line with our Service Charge policy.

- 4.2 TRH will provide and will update guidance on what these services cover as and when they change, this will be available at all times on our website and from time to time on our social media channels.

5.0 Clear Communal Area Inspections

- 5.1 Neighbourhood Managers will carry out checks on all of our blocks every 4 weeks. This is to identify and manage any areas of risk.
- 5.2 Fire Risk Assessments will be independently carried out on blocks on a schedule based on risk as this may increase or decrease dependant on differing circumstances, such as an increase in rubbish, identified hazards or issues with maintenance.
- 5.3 TRH will place a Tort notice in all communal areas. This means that if a tenant leaves items in the area, TRH can remove them in line with the clear communal areas procedure.
- 5.4 Tenants wishing to collect removed items may be charged a fee for doing so.

6.0 Rubbish and Flytipping

- 6.1 Tenants are responsible for disposing of their rubbish and recycling responsibly.
- 6.2 TRH will provide advice, and education working with our partners on what responsible disposal of rubbish and household items looks like.
- 6.3 If there is an immediate risk associated with an item left or rubbish within a block, TRH may remove it without notice and recharge for this service.
- 6.4 Where a tenant is identified as dumping items or not disposing of rubbish correctly, we may recharge them as individuals.
- 6.5 Where we are unable to identify who may be responsible, but the issues continue to occur, we may charge all tenants in the block for its removal if the service charge provisions in the tenancy/lease permit it.
- 6.6 TRH will work with its partners to identify and report any incidents of Flytipping or breaches of waste management legislation.

7.0 Parking and Vehicles

- 7.1 Parking or the keeping of vehicles in relation to shared spaces, and those covered in tenancy agreements are managed in line with our Tenancy Management Policy.

- 7.2 Parking space or land owned by TRH (not on the public highway) will normally be on a first come first served basis, unless specifically allocated in a tenancy agreement or conveyance.
- 7.3 TRH will take reasonable action to ensure that parking spaces are accessible to all tenants. The provision of parking spaces, whether or not allocated, may also incur an appropriate service charge and/or possible individual 'rental' arrangement covering the specific area.
- 7.4 TRH will not normally get involved with parking disputes on the estates. TRH cannot guarantee a parking space for tenants or their visitors even if an agreement is in place. If nuisance behaviour occurs, this will be dealt with in line with the anti-social behaviour and hate crime policy.
- 7.5 TRH may intervene if a person is using the land for storage or commercial purposes. This is not allowed without our express permission, which will not normally be given.
- 7.6 Any vehicle kept on TRH land should be road worthy, with a valid MOT, be taxed and insured. SORN vehicles are not generally permitted on TRH land.
- 7.7 If a tenant finds themselves in a situation where a vehicle is awaiting repair, or is temporarily SORN, TRH may grant temporary permission to park, however this must be requested and consent received in writing.
- 7.8 Where possible, TRH will allow the provision of, or designate parking bays specifically for use by those who are registered as disabled. However, it should be noted that a disabled space is not for any tenant's sole use, and other tenants, visitors and members of the public are entitled to use them should they have the relevant registration.
- 7.9 TRH may take appropriate and legally compliant actions to remove vehicles on their land that are parked without permission.
- 7.10 TRH recognise that a tenant may need to keep their work vehicle at home and will not unreasonably withhold consent to do so, however, if it is parked inappropriately or without consideration of others, we will request that it is removed and parked elsewhere. There are certain areas that have rules that prevent us from allowing the parking of commercial vehicles and tenants and/ or visitors may be asked to move if they are in breach this rule.
- 7.11 If we are unable to identify the driver of a commercial vehicle, we may contact the Company displayed on it directly.

- 7.12 Outside of the curtailment of their own home, TRH will not normally agree for the storage of caravans, boats or motorhomes by tenants. Vehicles within the boundaries of tenant's homes will be managed in line with the TRH's Tenancy Management policy.

8.0 Responsibilities

- 8.1 The Neighbourhood Managers are responsible for managing the estate inspection or walkabout process in conjunction with our Community Engagement team.
- 8.2 The Neighbourhood Managers and Housing Managers are responsible for ensuring that any Neighbourhood Improvement requests are considered and costed to ensure value for money and fairness.
- 8.2 The Community Engagement team are responsible for advising TRH of partner agency events that they may become aware of and ensuring attendance at as many as possible. There is an expectation that most TRH colleagues are expected to participate in at least one event during the year.
- 8.3 The Compliance team will be responsible for ensuring that requirements are met in relation to Fire Safety and Fire Risk Assessments.
- 8.4 The Housing Managers are responsible for ensuring that this policy is followed, that timelines are adhered to and legal documents are properly completed.

9.0 Monitoring and review

- 9.1 The Head of Neighbourhoods is responsible for monitoring this policy to ensure that it is correctly applied.
- 9.2 The Head of Neighbourhoods is responsible for ensuring that reviews of this policy are carried out.
- 9.3 TRH will undertake regular reviews of this policy; the procedures related to it and staff training needs to ensure that it continues to operate in line with best practice and that service improvements are made and implemented.
- 9.4 In the absence of any trigger for review, the policy will be reviewed at 3-year intervals or such other periods as the Board of TRH may from time to time determine.
- 9.5 On review, if possible, this policy will be reviewed with our Tenant Voice or a panel of tenant representatives.

Version	Date	Author	Change description	Approved by	Date approved
1.0	February 2026	Sally Howell	Creation of standalone policy.	Customer, Culture, Colleague Committee	17 th June 2026