

Neighbourhood Management Policy.

Verda Living RP Limited

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1 Background

This policy sets out how Verda Living RP Limited (Verda Living) will approach neighbourhood management, including management of communal / shared spaces and engagement with strategies and initiatives of the local authority and other local bodies. It covers all our properties and the residents who live in them.

We want our residents to feel proud of where they live, and for their neighbourhood communal and shared spaces to support their quality of life and life outcomes.

Verda Living is establishing itself as a new provider of rented homes, and at the point of adopting this policy does not have residents living in its homes. Within six months of our residents moving in, we will formally consult with them on this policy and will revise our approach if required. Verda Living Limited will give consideration to ASB in the design of new build homes.

The Regulator of Social Housing (RSH) through the Neighbourhood and Community Standard requires that Verda Living keeps the neighbourhood and communal areas associated with the homes that they own clean and safe. We will work in partnership with our customers, other providers and public bodies where it is appropriate and effective to do so.

2 Aims and objectives

Verda Living aims to ensure that our residents can enjoy communal and shared areas and neighbourhoods that are clean, safe, and well maintained.

We aim to be responsive to our residents' needs and preferences in the way neighbourhoods are managed, and to work in partnership with residents and other parties to shape our approach.

We will seek to promote social, environmental and economic wellbeing in the areas where we own properties and will cooperate with other relevant parties to help do so with an emphasis on working with local businesses, charities and social enterprises.

We will provide value for money in the way we manage our neighbourhoods.

To ensure these aims are met we will:

- Develop a proactive and effective approach to managing Verda Living Limited's communal spaces, shared spaces and neighbourhoods
- Put residents at the centre of our neighbourhood management activities
- Ensure that staff, contractors and residents are aware of their respective responsibilities
- Understand the social needs of residents and the areas they live in
- Build relationships with, and understanding of, local partners who influence neighbourhoods
- Regularly monitor performance, seek feedback from residents, and refine our approach in response
- Publish this policy on our website
- Meet all regulatory requirements.

This policy applies to all Verda Living properties. This policy is compliant with the Neighbourhood and Community Standard requirements as part of the Verda Living's commitment to demonstrating compliance with the RSH's Consumer Standards. It includes:

- Ensuring estates and neighbourhoods are well maintained, safe and enjoyable places for residents to live
- Involving residents in service design, delivery and evaluation.

3 Communal and shared areas of buildings

We aim to keep communal areas safe, clean, and tidy. Communal areas include but are not limited to:

- Shared hallways, landings, stairs, and lifts
- Shared doorways, porches, and windows
- Shared bin stores and drying areas.

We will ensure that communal areas are:

- Kept safe, clean, well-lit, and secure.
- Free from personal items, rubbish, and graffiti.

We will arrange resident contact mechanisms, cleaning services, responsive and planned maintenance provision, and on the ground presence to ensure these outcomes.

We will engage with our residents to set clear standards and mechanisms for the upkeep of our communal areas. Where we use a contractor to maintain these spaces on our behalf, they will be expected to meet these standards.

We have a legal duty to ensure that all fire escapes and fire routes are always kept clear. We will ask residents to remove any items left in communal areas, and residents not taking prompt action will be charged for any costs incurred by Verda Living Limited for the removal of such items.

4 The role of managing agents

For blocks and estates which are managed by external managing agents who are not contracted by us, we will work with these agents to try and ensure that they achieve similar outcomes to those set out in this policy.

5 Communal and shared spaces outside of buildings

We aim to keep public spaces associated with our homes safe, clean, and tidy. Such spaces include but are not limited to:

- Shared gardens and grassed areas
- Paths
- Parking areas
- Non-adopted roads.

We will arrange resident contact mechanisms, responsive and planned maintenance provision, and on the ground presence to ensure these outcomes.

Where there is an opportunity to do so we will aim to explore how residents might be directly involved outdoor initiatives in shared communal garden spaces.

6 Grounds Maintenance

We aim to keep the grounds and open spaces that we own to a high standard of presentation and quality.

We will engage with our residents to set a clear standard and mechanism for the upkeep of our grassed areas, trees, hedges, and shrubs. Where we use a grounds maintenance contractor to maintain our open space areas and communal gardens on our behalf, they will be expected to meet this standard.

7 Vehicles and Parking

We will encourage our residents and their visitors to park responsibly on roads or parking spaces provided and not on grass verges or gardens. If necessary we will consider introducing parking control measures to ensure parking is effectively managed.

Any abandoned vehicles will be reported to the relevant local authority within one working day of us being notified.

Any garage sites are to be kept clean and tidy. These will be regularly inspected and appropriate action will be taken if necessary.

8 Graffiti

Graffiti negatively impacts the appearance of a neighbourhood. Where graffiti is offensive, we will arrange to either remove or paint over within one working day of being notified. All other graffiti will be removed or painted over within two working days.

9 Neighbourhood inspections

We will arrange a programme of neighbourhood inspections, which will cover internal and external shared spaces. The frequency of these inspections will be determined and reviewed regularly by Verda Living staff in discussion with residents, and will take account of:

- Feedback from residents
- Service delivery arrangements e.g. mobilisation of a new contract
- New properties being brought into management
- Known problems with the local environment including e.g. difficult to let properties, untidy gardens, etc.

10 Local area cooperation

Neighbourhood management is most effective when people and companies with a stake in the area work together to sustain and improve their communities. Verda Living will usually own homes in

neighbourhoods where there is a mix of property owners, public bodies and other partners who shape the public realm.

Verda Living will co-operate with local partnership arrangements and the strategic housing functions of local authorities where we are able to assist them in achieving their objectives.

We will work closely with public bodies, other land/property owners, and other parties in areas where we work to understand the scale of our presence and known/potential impact; to ensure we are contributing to strategic housing priorities; and to help promote social, environmental and economic wellbeing priorities. We will also work with these partners to ensure that any problems arising in areas for which we are responsible or have a stake are quickly addressed.

11 Matters not covered by this policy

Primarily this policy relates to shared spaces i.e. communal areas within buildings and public external spaces.

We recognise that empty residential property can quickly have a detrimental impact on a neighbourhood. We will implement our voids policy immediately when we receive notice from a resident, and our abandoned property procedure within one working day of being notified a property has been abandoned.

We will use feedback from residents, and regular inspections of our schemes and neighbourhoods to ensure schemes and local neighbourhoods are being looked after and to identify problems that need to be addressed. This can also help us to ensure that our contractors are delivering high quality and value for money services.

We are mindful that our approach to neighbourhood management can act as a deterrent to antisocial behaviour (ASB), neighbourhood nuisance and crime. A separate policy sets out our approach to dealing with ASB.

12 Roles and responsibilities

Our responsibilities as a landlord include:

- Providing quality services that keep communal and external areas in a good state of repair, clean, safe, and free from hazards for use by residents and visitors.
- Ensuring that there are no health and safety risks to residents and visitors in our neighbourhoods.
- Providing residents with a range of opportunities to influence and be involved in the delivery of neighbourhood management services and monitoring how they are being delivered.
- Listening and acting on concerns raised by residents about their neighbourhood and having a clear, simple, and accessible approach to complaints to ensure they are resolved promptly.
- Working in partnership with other interested agencies to deal effectively with ASB and other neighbourhood issues.

Residents' responsibilities include:

- Making sure that homes, gardens, and driveways are well maintained and in good condition in line with the obligations in their tenancy agreement.

- Promptly reporting any repairs for which we are responsible, and any concerns about quality of neighbourhood services such as cleaning and grounds maintenance.
- Helping us meet our health and safety responsibility in ensuring that communal areas are kept clean, tidy, safe, and free from obstruction and not to use them to store personal belongings or other items.
- Making sure that any pets are always under control and are not causing a nuisance in public areas e.g. excessive barking or waste not cleared away.
- Not engaging in ASB, nuisance or annoyance to neighbours; and reporting any concerns to Verda Living.

Where residents are not able to meet their responsibilities, we will work with them to resolve issues.

We expect residents to take responsibility for resolving disputes relating to parking issues or differences in lifestyle or culture. However, we will provide support and guidance around resolution. Should the situation escalate or where it is not safe for residents to interact, it should be reported to Verda Living Limited as ASB. Any such cases will be dealt with in line with our ASB policy.

13 Access to services

In line with Verda Living's Diversity Policy we seek to ensure equality of treatment for all our residents, and to meet the diverse needs of all our residents in a customer-focused and sensitive manner.

We aim to gain a detailed understanding of the diverse needs and preferences of our residents so that we can shape our services and signpost effectively to meet their needs. Where individual cases require us to exercise positive action to ensure that all residents are provided with appropriate services, we will aim to do so.

14 Monitoring and compliance

Our agreed local offers for neighbourhood management (including roles, responsibilities and outcomes/standards) will be clearly set out, and well communicated with colleagues, residents and relevant partners.

We will monitor the delivery of our neighbourhood management services and report to operational staff, our senior leadership team, the board, and our residents. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against indicators developed for internal use by staff in conjunction with residents.

15 Annual Review

This policy is reviewed annually by the board of the Company.

Version	Date Approved	Date for Review	Updates
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1.0	April 2025	April 2026	Creation of first version of policy
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