

1. Background and objectives

- 1.1 The effective management of our neighbourhoods helps us to meet our vision of creating great places to live, that our customers are proud to call home.
- 1.2 This policy outlines how we manage the open and communal spaces we own. The management of neighbourhoods and estates covers a wide range of activities that contribute to the upkeep of the physical environment around our properties.
- 1.3 This policy applies to all land and property that is owned by Alliance Homes.
- 1.4 This policy applies equally to all Alliance Homes customers including tenants, leaseholders and shared owners, unless stated otherwise.
- 1.5 This policy aims to ensure Alliance Homes meets the requirements of the regulatory Consumer Standards, in particular the Safety and Quality Standard, and the Neighbourhood and Community Standard.

2. Policy detail

Service charges

- 2.1 The cost of providing regular services that maintain the environment around peoples' homes is met principally through variable service charges and notified to customers annually by means of a charging certificate. Some customers remain on a fixed service charge regime.
- 2.2 Through consultation with customers who pay variable service charges, we may vary the nature and standard of services that we provide and explain the implications for service charge payable.

Customer and local resident obligations

- 2.3 Areas that look untidy or strewn with litter give a poor impression and create a negative image. We believe it is everyone's responsibility to help prevent this and expect customers and residents within a neighbourhood to help with issues of litter, dog-fouling and overgrown paths and gardens.
- 2.4 Our customers have contractual obligations covering their behaviour in and around their home. We seek to enforce these obligations taking legal action where necessary to allow people to feel safe and enjoy their local environment.
- 2.5 If a customer or local residents identify anything that is broken, unsafe or has a health and safety concern, this should be reported to Alliance Homes immediately by calling us on **03000 120 120** or emailing us at act@alliancehomes.org.uk.

Grounds maintenance

- 2.6 We are responsible for maintaining open grassed areas and other open spaces including work as necessary to trees and shrubs situated on land in our ownership. This may be delivered through the appointment of a third-party contractor or managing agent. If you live on an estate that is not wholly owned by Alliance Homes, these services may be delivered through a third-party managing agent.
- 2.7 Some residential blocks or groups of properties may have designated communal grounds. Where such properties have communal grounds, our maintenance responsibility extends to these areas.

Cleaning and window cleaning

- 2.8 We are responsible for keeping clean the communal internal parts of residential blocks designated as age-restricted housing and also in blocks where a significant majority of residents have collectively requested that a cleaning service is provided (see 2.2).

Waste management

- 2.9 Waste management is primarily the responsibility of the relevant Local Authority however we will work in partnership to maintain the communal bin stores on our land.
- 2.10 We will remove litter and rubbish on our land where required. We will investigate fly tipped items and seek to hold the perpetrator to account.

Safety, repairs and maintenance

- 2.11 We will regularly carry out basic inspections routinely to identify if there are any safety and maintenance concerns. Any repairs identified will be reported and managed through our Repairs, Maintenance and Improvements Policy.
- 2.12 We have a specific budget to fund minor improvements to the common parts of buildings and other shared areas that benefit customers and/or enhance the quality of the environment. This kind of work will normally be carried out following our analysis of the numbers, types and/or locations of the issues that have been identified.

Fire safety

- 2.14 The Regulatory Reform (Fire Safety) Order 2005 places a legal duty on Alliance Homes to manage the risk of fire in the communal areas of a block and to make sure residents and visitors can escape safely in an emergency. The Fire Safety Policy and Fire Risk Assessment Policy outlines our approach to managing fire safety.

Keeping communal areas clear

2.15 We have a legal obligation to ensure communal areas are free of items that might cause or contribute to a fire, present a trip hazard, or obstruct the means of escape in the event of a fire. We recognise that the safest approach is zero tolerance but for reasons of practicality and balance, a **'managed use'** approach is applied. This means we will:

- Remove high risk items such as petrol, solvents and oil-based paints immediately and inform customers accordingly where possible.
- Not permit items which are combustible or could be a hazard to anyone escaping or responding to a fire, to be kept or stored in the communal areas without permission.
- Ask customers to remove items which are considered to be a hazard, and if after appropriate warning, they will be removed by us.
- Store items of high value for 30 days so the owner can recover them on payment of the removal and storage costs.

2.16 We will clearly outline our approach to keeping communal areas clear on our website and annually within our fire safety communications for blocks with communal areas.

Environmental awareness

2.17 We will carry out visual checks and ad hoc patrols around areas where Alliance Homes manages property and land. We seek to resolve problems such as:

- Unsafe / untidy aspects of communal areas in and around our residential blocks
- Fly-tipping / bin store management
- Overgrown gardens, footpaths and communal open spaces/facilities
- Abandoned vehicles
- Vandalism and graffiti.

2.18 All colleagues working within our neighbourhoods have a responsibility to take reasonable steps to resolve issues whilst they are on site if they can (e.g. closing communal windows, closing fire doors, picking up litter, reporting repairs). If this is not possible, any issues must be reported to the Neighbourhood Team.

2.19 Reported issues are identified, logged, tasked and resolved and problems categorised to build a picture of where 'hot spots' of environmental nuisance exist enabling resources to be targeted to those areas accordingly.

2.20 Where issues are known to exist that lie beyond the scope of Alliance Homes acting independently, we will work with other agencies to try and resolve any identified problems and provide feedback as appropriate to those affected by them.

Managing agents

- 2.21 In some neighbourhoods where Alliance Homes is not the landowner, a third-party managing agent may be responsible for maintaining the open and communal spaces surrounding our properties. Alliance Homes are responsible for ensuring services are delivered to customer in accordance with the customers' tenancy or lease agreement, and in line with the regulatory standards set by the Regulator of Social Housing, this includes ensuring the safety of Alliance Homes customers.

Parking

- 2.22 We do not manage parking unless there is a restricted covenant in place relevant to the scheme or area. This will be detailed within the local Resident's Agreement.

3. Monitoring, consultation and review

- 3.1 We monitor our performance in delivering the objectives of this policy by reporting to our leadership teams a range of measures including:
- Compliance with regulatory standards
 - Customer satisfaction with the neighbourhood in which they live
 - Contract compliance for grounds maintenance, cleaning and other maintenance contracts
 - Budgetary spend in relation to minor improvement work.
- 3.2 The Service Director for Customer Operations is responsible for implementation and revision of the policy.
- 3.3 Customers, colleagues, and service users may be involved in giving feedback on this policy, leading to amendments where appropriate.
- 3.4 The data protection implications of the policy have been considered.
- 3.5 This policy will be reviewed every 2 years.
- 3.6 This policy will be signed off by the Strategic Leadership Team.
- 3.7 This policy will be published externally on the Alliance Homes website.

4. Equality and diversity

- 4.1 This policy is subject to a periodic Equality Impact Assessment ('EIA').
- 4.2 The purpose of such an assessment is to consider the effect of the policy with regards to the recognised protected characteristics of equality and ensure that it does not unfairly impact any individual or group. The protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or other grounds set out in our Equality and Diversity Strategy and Policy. Remedial action will be undertaken if a detrimental effect is identified.
- 4.3 Using the NHF EDI data tool to compare our workforce demographics with our customers we will undertake a review of our age-restricted schemes including the need for specialist tenancy support and proposed introduction of a 'caretaker' type service, which can better address the needs of our elderly customers whilst meeting our statutory and regulatory requirements. We also intend to use profiling data and customer insight from recent age restricted forums and neighbourhood strategy consultations to help structure our neighbourhood services offer, especially regarding security issues.
- 4.4 The EIA also requires the policy author to consider whether the policy is likely to negatively impact on a person's Human Rights.
- 4.5 This policy and any other related Alliance Homes publications can be provided in other formats for those with visual, literacy or language difficulties.

5. Complaints

- 5.1 If you would like to raise a complaint in relation to this policy, you can do this by calling us on 03000 120 120 or emailing us at act@alliancehomes.org.uk.
- 5.2 All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

6. Associated Documents

This policy also has key links to some of our other policies and documents, including:

- [Service Charge Policy](#)
- [Leasehold Policy](#)
- [Fire Safety Policy](#)

- Fire Risk Assessment Policy
- Fire Safety in Communal Areas Procedure
- Mobility Scooter Policy
- Pests & Infestation Policy
- Repairs, Maintenance and Improvements Policy
- Third-party Building Management Policy
- Residents' Agreements & Local Lettings Agreements.

7. Version control and approval dates

Approval stage	Date completed
Equality Impact Assessment completed	26/11/2025
EIA reviewed by Equality & Diversity Specialist in HR	03/12/2025
SLT review / approval	05/02/2026
Next review date	28/02/2028

8. Appendices

Appendix 1 – Equality Impact Assessment

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An Equalities Impact Assessment must be conducted alongside the review of an existing policy or the creation of a new one.

GUIDANCE ON COMPLETING AN EQUALITY IMPACT ASSESSMENT IS AVAILABLE [HERE](#)

1. Name the Strategy, Policy, Procedure or Function (SPPF) being assessed and name of author.

Neighbourhood Management Policy

Michelle Harper, Service Delivery Manager for Neighbourhoods

2. Aims of the SPPF being addresses.

- *Whose need is it designed to meet?*
- *Are there any measurable elements such as time limits or age limits?*

This policy sets out our approach to the management of communal outdoor areas and shared parts of buildings used by customers. There are no specific limitations imposed by what we do to keep these areas clean and presentable.

3. Who has been consulted in developing the SPPF?

- *Make reference or links to consultation/evidence documents.*

- Ron Harper, Fire Safety Manager
- Hannah Askey, Neighbourhood Manager, Community Environmental
- Elaine Hargate, Service Delivery Manager, Homeownership & Service Charges

4. Does the SPPF promote equality of opportunity?

The policy seeks to ensure for all customers that interior and exterior communal areas are free from fire and trip hazards and are in a good state of repair. It makes clear that ensuring health and safety is a matter for all, our customers and employees of Alliance Homes. It provides specific and significant benefits for young and disabled individuals by ensuring clear unobstructed escape routes during emergencies and preventing everyday accidents. For people with reduced mobility

maintaining clear pathways, keeping open areas free from clutter and ensuring uneven surfaces are repaired promotes safe play and movement.

5. Identify potential impact on each of the diversity “groups” by considering the following questions:

(The list is not exhaustive but an indication of the sort of questions assessors should think about):

- *Might some groups find it harder to access the service?*
- *Do some groups have particular needs that are not well met by the current SPPF?*
- *What evidence do you have for your judgement (e.g. monitoring data, information from consultation/research/feedback)?*
- *Have staff/residents raised concerns/complaints?*
- *Is there local or national research to suggest there could be a problem?*

Protected Characteristic		No impact	Negative impact	Positive impact	Information source/s **	Comments/evidence
Race				x		<p>We can provide where requested provide translation services and retain use of Language Line.</p> <p>Building on studies which show that ethnic minorities, especially women, are more likely to experience hate crimes in public places we shall ensure that our community safety policy and procedure considers this and that staff are aware.</p>
Disability				x		<p>Information and documentation is available in different formats, e.g. large print and braille. Provides specific benefits where reduced mobility is impacted by fire and trip hazards. While mobility scooters are not permitted in internal communal areas customers will be able to access dedicated storage, request installation of storage where facilities are absent and utilise parking areas and spaces (if restrictive covenants allow). A programme of upgrading communal lounges, lobbies and stairwells is underway which will take in to account the needs of disabled customers i.e suitable seating, worktops, non-slip flooring</p>
Gender				x		<p>We will access profiling data which indicates areas where customers might feel vulnerable after dark</p>

Protected Characteristic		No impact	Negative impact	Positive impact	Information source/s **	Comments/evidence
						and install security lighting where appropriate.
Transgender	x					No evidence to support a positive or negative assessment
Sexual orientation	x					No evidence to support a positive or negative assessment
Religion or belief	x					No evidence to support a positive or negative assessment
Age				x		<p>Provides specific benefits where reduced mobility associated with the elderly is impacted by fire and trip hazards and inattention to these issues would risk serious harm.</p> <p>Provides benefits for the young reducing fire and trip hazards and preventing disease from contaminated substances.</p> <p>Information and guidance is available in hard copy as focus groups have indicated that not all elderly people have access to websites.</p>
Marriage & Civil Partnership	x					No evidence to support a positive or negative assessment
Pregnancy and Maternity				x		Provides specific benefits where reduced fire and trip hazards would negate serious harm.

Protected Characteristic		No impact	Negative impact	Positive impact	Information source/s **	Comments/evidence
Rural issue	x					No evidence to support a positive or negative assessment
Social mobility	x					No evidence to support a positive or negative assessment

**Possible information sources for assessing impact or understanding issues related to target group, such as:*

- Demographic data, studies of deprivation, statistics on health etc
- Results of consultations, results of equality monitoring data, complaints, customer feedback
- Information collected from partner agencies and groups, support groups, professional expertise, 'peer review', project leads/teams, inspection reports etc.

Was there a negative impact identified in question 5? If yes go to question 6. If not go to question 7.

6. If "negative impact" identified in table (4) above, is it?

Legal	YES	NO
What is the level of impact?	HIGH	LOW

If it is not legal and/or high impact (i.e. If you have highlighted NO to legal and HIGH to impact) **then the document should be referred to Head of HR)**

7. If positive impact has been identified in table (4) above, how can it be improved upon or maximised, either in this SPPF or others?

Monitoring of performance, monitoring of KPIs and scrutiny from CUSP

8. Full EIA (or if you decide full EIA is not necessary but some changes should be considered)

- *Are there changes you could introduce which would make this SPPF work better for this groups of people?*
- *Is further research or consultation required?*

YES	NO
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9. Does this proposal have any human rights implications?

If yes, please describe (If necessary, please refer to the Alliance Homes Human Rights Policy)

This policy supports our approach to Human Rights which is detailed in our Human Rights Policy.