

CROYDON COUNCIL HOUSING

# Good Neighbourhood Management Policy

The Good Neighbourhood Management policy applies to Croydon Council employees, service providers, contractors, residents and other individuals and partners who may work on, occupy, visit, or use Croydon Council premises.

The policy outlines the Council's approach to managing the neighbourhoods that have Council housing stock

## Contents

|   |    |
|---|----|
| 1. Purpose .....                                    | 1  |
| 2. Statement of Intent .....                        | 1  |
| 3. Scope.....                                       | 1  |
| 4. Anti-Social Behaviour.....                       | 2  |
| 5. Fire Safety Management.....                      | 4  |
| 6. Regulation.....                                  | 4  |
| 7. Legal Framework .....                            | 4  |
| 8. Pests.....                                       | 5  |
| 9. Estate Walkabouts .....                          | 5  |
| 10. Caretaking .....                                | 6  |
| 11. Rubbish and Recycling .....                     | 6  |
| 12. Fire Safety Inspections in Communal Areas ..... | 7  |
| 13. Partnership Working .....                       | 7  |
| 14. Violence Reduction Network Teams .....          | 8  |
| 15. Family Justice Service (FJS) .....              | 8  |
| 16. Anti-Social Behaviour Team .....                | 8  |
| 17. CCTV .....                                      | 8  |
| 18. Parking.....                                    | 9  |
| 19. Pets.....                                       | 9  |
| 20. Roles and responsibilities .....                | 9  |
| 21. Complaints.....                                 | 10 |
| 22. Equalities Statement.....                       | 10 |
| 23. Reasonable Adjustments .....                    | 11 |
| 24. GDPR and Data Protection Act 2018.....          | 11 |
| 25. Monitoring and Review .....                     | 12 |
| 26. Document Control .....                          | 12 |

## 1. Purpose

- 1.1. This Policy sets out Croydon Council's approach to maintaining and improving neighbourhoods and the way we manage them.
- 1.2. The policy emphasises the importance of maintaining and enhancing the quality of neighbourhoods, and outlines the Council's commitment to addressing issues that, while not classified as antisocial behaviour, still require our attention. This includes management of estates that upholds and elevates standards so that residents take pride in their homes and surroundings.
- 1.3. It also seeks to ensure a safe and secure environment in which residents enjoy their homes and live in a neighbourhood they are proud of.

## 2. Statement of Intent

The council intends to:

- 2.1. To work collaboratively with residents, contractors and partner agencies, to deliver exceptional services. The provision of high-quality services will ensure that neighbourhoods are well managed and maintained, and that all residents will feel safe and proud to live in their neighbourhood.
- 2.2. Ensure that residents are aware of and understand their responsibilities under their tenancy or lease conditions, both in relation to the property they occupy and/or own and their neighbourhood
- 2.3. Conform with the Residents Charter and set out the level of service that residents should expect from Croydon council staff, departments and contractors acting on the council's behalf. This includes taking steps to make contractors aware of how to report incidents of anti-social behaviour (ASB)

## 3. Scope

- 3.1. The scope of this policy encompasses all aspects of neighbourhood management. Croydon Council seeks to provide a safe and secure living environment. There are legal tools that are available to address anti-social behaviour cases, that it will be appropriate to use in certain instances. However, the Council seeks to explore a range of measures to address behaviour in the first instance, to avoid "labelling" individuals and instead focus on creating a supportive framework for community well-being to promote understanding and local resolution whenever possible.

- 3.2. Data collected on reports of anti-social behaviour made by residents, the Police and the Tenants Satisfaction Measures will be used to identify trends and introduce improvements to services

## 4. Anti-Social Behaviour

- 4.1. Croydon Council wishes all residents peaceful enjoyment of their homes., This policy will provide a clear framework for dealing with behaviours, that require a response, including behaviours that initially may amount to an irritation that does not yet constitute a tenancy breach, but merit a response from us as a landlord. Examples of more serious Anti-Social Behaviour are:

- Noisy and or abusive behaviour, intimidation or harassment, etc.
- Illegal drug use, including the sale, cultivation and supply of such
- Fly tipping, dumping of rubbish in internal and external communal areas
- Graffiti, e.g. defacing of council property, placing advertising posters on walls
- Vandalism to property

- 1.2. Low-level anti-social behaviour can significantly affect residents and cause harm, even if the perpetrator does not view their actions as unreasonable. This policy aims to promote better outcomes by outlining how Croydon Council can encourage understanding, foster tolerance, and improve community relations.

- 1.3. Croydon Council will triage and assess reports to understand the most appropriate approach for managing behaviour under the Anti-Social Behaviour Policy, or the Good Neighbourhood Management Policy. This will ensure that low-level issues causing neighbourhood friction are dealt with at the appropriate level.

- 1.4. Examples of types of behaviour which the Council do not usually consider to be ASB, include, but are not limited to:

- General life noise such as flushing toilets, door closing, people talking
- Children playing balls games, on their bike, running around
- Cooking smells
- Babies carrying
- Washing machines being used routinely during the day
- Smoking
- Inconsiderate parking
- Dog barking

- Untidy Gardens
  - Occasional noise made by a tenant, or a household member who has protected characteristics, e.g. a mental health condition or physical disability
  - Working from home
- 4.5. Although these behaviours are not usually considered to be ASB, incidents will be considered on a case basis. Low level behaviour that is being deliberately carried out on a persistent basis without regard to the impact that it is having on neighbours and/or the neighbourhood may amount to ASB.
- 4.6. Croydon Council have adopted a clear triaging methodology, which will enable trained housing management, or Anti-Social Behaviours (staff), to consistently assess whether a case is to be managed in line with this policy. This will allow them to communicate clearly with residents about whether the issues they have raised are being dealt in line with the ASB Policy or Good Neighbourhood Management Policy. When assessing the issues raised, council staff will consider the following:
- The type of concern/issue raised
  - The type of issue reported time it occurred
  - The frequency of the activity, times and dates
  - Whether incidents reported are reasonable
  - The impact of the activity
  - Any underlying reason the concern has arisen
  - Whether enforcement action is required. Where required, these cases will be passed to the Council's ASB Team to progress
  - Croydon Council will take steps to encourage residents by advocating:
    - The use of Good Neighbourhood Agreements to promote expected behaviours
  - That residents do not carry out repairs or other works late at night or at other unsociable hours (what times are to be used?)
  - The use of mediation to help neighbours resolve their disputes at an early stage
  - That residents keep dogs and other pets under control
  - That Residents address issues with dirty and or unkempt gardens
- 4.6 Risk Assessments will be completed, when complaints of ASB are received by the council. The assessment will establish whether vulnerable residents

are experiencing issues and apply a vulnerability category, which will determine the level of support that residents may need. The categories are:

- Level 1 – High vulnerability
- Level 2 Medium vulnerability
- Level 3 – Low vulnerability

## 5. Fire Safety Management

- 5.1 Croydon Council's approach to the storage of goods and material prioritises keeping our residents safe and improving the quality of life for all our residents. Our approach focuses on the management of health and safety and, in particular, fire safety in communal areas within Council buildings.
- 5.2 We will balance the need to manage the risks to residents whilst ensuring that residents can live in an environment that they want to live in. This is known as a "managed approach". It adheres to the requirement to abide by the Fire Safety Legislation and reserves the right to adopt a zero-tolerance approach to the storage of items (in communal areas and balconies) so as to minimise risks to residents. We will offer guidance and information to our residents to support this approach and ensure our staff focus on taking steps to keep our residents safe. Working together, we can provide safe and well-managed homes.

## 6. Regulation

- 6.1 The Regulator of Social Housing's Neighbourhood and Community Standard, seeks to ensure that tenants live in safe, well-maintained neighbourhoods and, importantly, feel secure in their homes. It mandates landlords to engage with tenants and local partners to promote social, environmental, and economic wellbeing. Our neighbourhood management policy seeks to uphold these standards and sets out our commitment to create harmonious communities; address anti-social behaviour; and foster a sense of belonging among residents.

## 7. Legal Framework

- The Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Commonhold and Leasehold Reform Act 2020
- Housing Act 1988
- Housing Act 1996

- Clean Neighbourhoods and Environment Act 2005
- Environmental Protection Act 1990
- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Crime and Disorder Act 1998
- Care Act 2014
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Domestic Violence, Crime and Victims Act 2004
- Environmental Protection Act 1990
- Equality Act 2010
- General Data Protection Regulation 2018 & Data Protection Act 2018
- Human Rights Act 1998
- Noise Act 1996
- Protection From Harassment Act 1997
- Housing and Regeneration Act 2008
- Building Safety Act 2008
- Protection of Children Act 1978

## 8. Pests

- 8.1. Croydon Council will take a risk-based approach to the treatment of pest infestations in communal areas, and assess the severity and impact on residents, to ensure an appropriate resolution for each incident.
- 8.2. We will investigate pest infestations in communal areas such as lobbies, hallways, staircases, and bin stores. We will investigate infestations present in the 'structure' of blocks such as roof spaces, car parks and plant rooms. We define pests as: rats, mice, cockroaches, pigeons, squirrels, bee/wasp nests and bed bugs.
- 8.3. We will seek professional advice where appropriate. For example, bees are an endangered protected species and may require specialist control that does not lead to their destruction. This may apply to some nesting birds, such as parakeets.

## 9. Estate Walkabouts

- 9.1 Estate Walkabouts are conducted to ensure that health and safety issues are addressed, and the general upkeep of estates, is effectively maintained,

and any that any issues are resolved, with resident involvement playing a key role.

- 9.2 The exterior and communal parts, facilities, and grounds of an estate, comprising maisonettes, blocks of flats, or a mixture of maisonettes, flats and houses (as well as land that is owned and managed by Croydon Council) will be inspected during the walkabouts.
- 9.3 Ward Councillors and Tenant representatives are invited to attend estate walkabouts
- 9.4 Estate Inspections dates are placed on communal noticeboards and the Council website. We aim to place all action plans in the noticeboards within 2 weeks.

## 10. Caretaking

- 10.1 To ensure that Croydon Council managed properties and estates are kept clean and in good condition, inspections of communal areas are carried out at least every two months to assess cleaning, caretaker standards and repairs.
- 10.2 These inspections will help ensure that our estates are well maintained, tidy and free from graffiti. Inspections are carried out by Estate Team Managers and consider all areas within a block or within a specified inspection area. The grading system will use four grades, A, B, C and D.
- 10.3 The grade awarded reflects the overall outcome of the block inspection carried out by Estate Team Managers' who take a snapshot view of caretaking standards, based on a set criteria taken from our Estate Service Peer Review Photobook The list of different tasks caretakers are expected to complete, and the required frequency of inspections is available on sites.
- 10.4 Caretakers are responsible for ensuring that all internal communal bin areas, on council managed estates, are maintained and cleaned to an acceptable standard. External service providers are responsible for litter picking, sweeping and weeding of external communal areas and these services are monitored by the Estate Team Managers.
- 10.5 Caretakers are expected to report other problems and estate-based issues, such as repairs, graffiti, Anti-Social Behaviour, abandoned cars, items left in communal areas and fly- tipping to their Estate Team Managers

## 11. Rubbish and Recycling



11.1. Estates and blocks of flats have regular recycling and rubbish collections from communal bins. If you live on an estate or in a block of flats, all recycling, food waste and rubbish is collected at least weekly from communal bins. Our Estate Team Managers will monitor these services to ensure they are being delivered as contractually agreed.

- Free information and support on recycling will be provided.

11.2. Some blocks have a chute for household rubbish. If residents have a chute, we ask that refuse is placed in bin liners before putting it in the chute and that the chute is only used between 8am and 8pm, so neighbours are not disturbed. Residents are encouraged to report any issues they encounter.

## 12. Fire Safety Inspections in Communal Areas

12.1 Croydon Council check communal areas regularly and conducts fire safety inspections. Residents will be informed of any items, that are a hazard., They will have seven days to remove hazard items they have placed in communal areas. If items are not removed within this period, they will be removed and may be disposed of.

12.2 All hazardous items will be removed straightaway to keep everyone and property safe.

12.3 Resident responsibilities are set out in the Council's [Conditions of Tenancy](#). For the purposes of this policy, we specifically refer to the 'Communal Areas and Facilities Clauses 39-41, which sets out the implications for tenants when the Council incurs costs when removing abandoned items and /or refuse.

## 13. Partnership Working

Croydon Housing works jointly with partners to deliver high quality services in our neighbourhoods:

13.1 The Safer Croydon Partnership (SCP) acts as the statutory Community Safety Partnership for Croydon, as stipulated by the Crime and Disorder Act 1998. The SCP is responsible for co-ordinating the development and implementation of Croydon's Community Safety Strategy. The partnership comprises the police, council, fire, probation and health agencies, as well as businesses, along with community and voluntary sector organisations. The partnership works with other boards in Croydon's Local Strategic Partnership, on crime and safety matters, in particular the Safeguarding Children Partnership and the Adults Safeguarding Board.

## 14. Violence Reduction Network Teams

14.1 The team provide a range of services across the borough, including:

- Investigating complaints of anti-social behaviour across the Borough, taking appropriate action where necessary
- Managing the borough's CCTV Control Room
- Managing all Domestic Violence cases

14.2 The Violence Reduction Network are responsible for the following teams:

## 15. Family Justice Service (FJS)

15.1 The FJS is a centrally located resource offering a multi-disciplinary approach to services for victims of domestic abuse and sexual violence, and their children. The service seeks to offer victims wrap-around support and to prevent them having to go from agency to agency, telling their story repeatedly to access the support they need. The service also leads on the statutory requirement of commissioning Domestic-violence Homicide Reviews (DHRs) and coordinates our response to [Modern-Day Slavery](#) that involve adults and children.

## 16. Anti-Social Behaviour Team

16.1 The team deal with high-risk cases but are not a street-based visible patrolling team. The team investigate reports of anti-social behavior such as excessive household noise, drunk and disorderly behaviour, drug use and taking in properties, loud music, verbal and racial abuse, cuckooing (where a vulnerable person's flat is taken over by drug dealers), harassment and intimidation. ASB caused by people that are vulnerable due to substance and alcohol abuse and/or mental health, threats of violence and actual violence.

16.2 The team take action by using Community Protection Notices (CPN), Injunctions, Premises Closure Orders, Public Space Protection Order (PSPOs), Possession Action, and Acceptable Behaviour Contracts (ABC).

## 17. CCTV

17.1 The CCTV Control Room (Intelligence Hub) are staffed 24/7, 365 days a year. The CCTV team monitor 94 permanent networked colour CCTV cameras, of various designs, with Pan, Tilt & Zoom facility. This includes CCTV based on Housing(?) land. Oversee the management and installation

of deployable cameras that can be moved across the borough depending on crime hotspots and partnership requests.

17.2 The main partner to use the facilities provided is the Metropolitan Police. Police forces, as well as the National Crime Agency, have carried out surveillance operations from the Control Room. The Police regularly download footage from the Control room and use it as part of their investigation. The team also provides the Council's Out-of-Hours Emergency Telephony Service, which signposts/ residents seeking support with an emergency need, which cannot wait until the next working day to the appropriate services.

## 18 Parking

18.1 Croydon Council will seek to ensure that parking, where available, is convenient and communicated to residents clearly. In some cases, residents will be able to obtain parking permits to allow parking on specific estates or roads.

## 19 Pets

19.1 Croydon Council requires tenants to request permission for pet ownership in writing, which will be considered, and responded to in writing. If permission is granted, residents must ensure their pets do not cause nuisance or annoyance to other residents, or anyone lawfully present in the area. Additionally, it is the resident's responsibility to clean up after their pets in both their neighbourhood and communal areas.

## 20. Roles and responsibilities

### 20.1. Director of Housing Management

17.1.1. The Director of Housing Management will have overall responsibility for the implementation of the Good Neighbourhood Management policy.

### 17.2. Head of Service

17.2.1. The Head of Service will develop, implement, and monitor the effective management of the Good Neighbourhood Management to ensure the Council delivers an efficient and consistent service delivery, by exceeding key performance indicators (KPIs) targets.

17.2.2. The Head of Service will ensure the services comply with government regulations and have an up-to-date knowledge of policy at a national

and local level, to inform Croydon Council of any changes.

- 17.2.3. That the Good Neighbourhood Management policy and associated procedures are embedded within the operational delivery of Neighbourhood management, and all staff are aware of their responsibilities and are adequately trained to carry them out.

## 20.2. Council staff

- 20.3.1. Will follow the Good Neighbourhood Management Policy and related Policies, the associated rules, and procedures, and have an awareness of related legislation and regulations to ensure the operational delivery is fair and consistently delivered.
- 20.3.2. Staff are aware of their roles and responsibilities and regularly carry out mandatory and personal development training offered to them.

## 21 Complaints

- 21.1 Complaints concerning the implementation of this Policy, will be dealt with through the Council's [Corporate Complaint Policy](#)

## 22 Equalities Statement

- 22.1 The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods, and as community leaders The Council's policies, procedures and day-to-day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.
- 22.2 Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability, and age is not acceptable. The Council will take action to ensure no person using the Council's premises, or services, receives less favourable treatment, or is disadvantaged by requirements, or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect, and continue to work to improve services for all service users.
- 22.3 The legal framework for the Council's approach is provided by the Equality Act and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, victimisation, as well as advancing equality of opportunity and foster good relations between people with differing characteristics.
- 22.4 Further detail on the Duty, and the Council's approach to fulfilling its requirements, can be found on our website [Croydon Equalities Pledge](#).

## 23 Reasonable Adjustments

23.1. Croydon Council will make reasonable adjustments to support our residents' needs when they access our services. The term 'reasonable' refers to what we can do without compromising our resources, efficiency, or ability to practically fulfil requests.

23.2. No resident should be at a disadvantage when accessing our services. The following statements offer a general overview to ensure that our services are adjusted to meet the needs of our residents where possible. This list is not exhaustive, and we will adapt our approach based on individual resident needs.

- We aim to provide services that are accessible to all who require them. As a result of this, we will:
- Ensure our officers get to know our residents and their individual needs
- Provide a range of ways for residents to contact our officers including phone, mail, email and via [Housing Online](#)
- Provide alternative communication methods on request, such as Braille, foreign language interpreter, large print etc.
- Ensure residents are always able to select their preferred method of contact.
- Ensure our offices are fully accessible to visitors

23.3. We will continue to diversify our services to meet residents' needs where possible.

## 24 GDPR and Data Protection Act 2018

23.1 Personal data will be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
- Relevant and limited to whatever the requirements are for which the data is processed.
- Accurate, and, where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.
- Stored for as long as required, as specified within Housing Management's Records Retention policy.

- Secured with appropriate solutions that protect the data against unauthorised or unlawful processing and accidental loss, destruction, or damage.

Further information about the Council's commitment to the [General Data Protection Regulations](#) can be found on our website.

## 25. Monitoring and Review

25.1. This policy will be reviewed every 3 years, or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Council-wide policies.

25.2. Arrangement for a full internal audit of the Void process to be undertaken by Croydon Council's Internal Auditors. The full scope of the audit will be agreed upon with the Internal Auditors, Director of Housing Management, and Heads of Service

## 26. Document Control

26.1. This is a controlled document and should not be changed unless by authorisation of the policy owner.

| Monitoring                                       |  |  |
|--|--|--|
| Approved Date:                                   | April 2025   |  |
| Next Review Date:                                | January 2028   |  |
| Effective date:                                  | June 2025  |  |
| Consultation Review                              |  |  |
| Stakeholders review:                             | October 2024   |  |
| Legal review date:                               | November 2024  |  |
| Residents ASB boot camp and Reading Group review | December 2024  |  |
| Policy owner:                                    | Director of Housing Management   |  |
| Ratified by:                                     | By Housing DMT in April 2025   |  |
| Equality impact assessment:                      | The impact of this policy will be measured as it is implemented and used as part of a scheduled 1-year implementation compliance review. |  |
| Version History                                  |  |  |
| Version Number                                   | Summary of change  | Author and Approver  |
| 1.0  | New Policy   | Developed and reviewed with subject matter experts in Housing, Residents ASB boot camp, and the Resident's Reading Group |