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**Author****Title of Policy**

Head of Housing

Neighbourhood and Estates  
Management**Section**

Operations

Updated: April 2025

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**1 Policy statement**

- 1.1 At Rooftop Housing Group (Rooftop) we are committed to delivering high quality neighbourhood and estate management services that provide our customers with safe, clean, and pleasant environments in which to live and be proud of. Our aim is to enhance the quality of life for our customers by promoting active engagement with them, working with relevant stakeholders and by being a responsive landlord to contribute to the overall well-being of individuals and families.
- 1.2 This Policy outlines our approach to the management of our neighbourhoods and estates, ensuring that we meet the relevant regulatory standards, our service represents value for money and that it meets the service standards agreed in consultation with stakeholders.

**2 Statutory and Regulatory context**

- 2.1 This document has been reviewed in line with the Regulator of Social Housing's (RSH) Neighbourhood and Community Standard (April 2024) which states:
  - 2.1.1 **Safety of shared spaces** – "Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all steps to ensure the safety of shared spaces".
  - 2.1.2 **Local co-operation** – "Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing".
  - 2.1.3 **Anti-Social Behaviour and Hate Incidents** – "Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing". Our approach to dealing with anti-social behaviour and hate incidents is set out in our Anti-Social Behaviour Policy.
  - 2.1.4 **Domestic Abuse** – "Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice". Our approach to dealing with domestic abuse is set out in our Domestic Abuse Policy.

**3 Policy outline**

- 3.1 We will work effectively with local partners and stakeholders to ensure we play an effective role in service delivery and investment within the neighbourhoods, estates and communities that we serve. Our partnerships support our ability to ensure our neighbourhoods remain safe and issues identified are promptly resolved.
- 3.2 Our Customer Engagement Framework outlines the roles of customers and stakeholders in delivery, both of which are published on our website.
- 3.3 Examples of partnerships include Worcestershire and Gloucestershire Strategic Housing Partnerships, Police and Probation, Local Authorities, local community groups and residents' associations, Multi-Agency Public Protection Arrangements

(MAPPA), Gloucestershire Hate Crime and Incident Strategic Group, Fire and Rescue Service, Worcestershire and Gloucestershire Health and Wellbeing Boards.

3.4 We will ensure that routine neighbourhood inspections are completed alongside tenancy audits upon each scheduled visit. The Neighbourhood Housing Officers will note any actions after each visit and ensure their findings are recorded during each neighbourhood/tenancy audit.

3.5 We will work in collaboration with designated Community Champions to address issues and create a clean and safe environment.

#### **4 Equality, Diversity and Inclusion: Principles**

4.1 At Rooftop we are committed to creating and sustaining a diverse and inclusive environment achieving positive outcomes for potential and existing customers, our colleagues and the wider community. Our commitments to our customers, colleagues and communities are detailed in our Equality, Diversity and Inclusion (EDI) Strategy. We are an organisation that values diversity, champions equality and inclusion. We demonstrate this through the activities and the services we provide. This means living by, working to and acting on our Values.

#### **5 Vulnerability: Reasonable Adjustments**

5.1 There are occasionally circumstances where we need to consider working outside of the parameters of this Policy. This may be where there are several complexities present, or where customers have vulnerabilities that may lead us to make reasonable adjustments to the way we apply this Policy. In such cases, a referral should be made to the Complex Cases Review Group via the Head of Housing, where any approach outside of this Policy (and potentially other policies) will be considered and recorded, if agreed. This will always be considered in the context of the Assessing and Supporting Vulnerability Policy.

#### **6 Data Protection: Principles**

6.1 Rooftop recognises the importance of protecting the personal data of our customers, colleagues, contractors and other stakeholders and our commitment to compliance with data protection laws and managing personal data responsibly. As an organisation, we are committed to ensuring everything we do with personal data follows the principles of lawfulness, transparency, fairness and accuracy whilst minimising the amount of data we collect and only using it for specific, explicit and legitimate purposes until we no longer need it.

#### **7 Objective**

7.1 The objective of this Policy is to create and maintain safe, sustainable and thriving communities within our neighbourhoods. Our goal is to provide well-maintained and attractive estates that offer a range of amenities, green spaces and community facilities while also ensuring efficient estate management and effective communication with customers. Through this Policy, we strive to create a supportive and inclusive environment that promotes community engagement, an effective response to customer enquiries and that facilitates the development of strong and resilient neighbourhoods.

7.2 This Policy aims to improve the overall quality of life for our customers by implementing effective neighbourhood management practices, promoting customer engagement and participation and by fostering a sense of pride and ownership within the community. Rooftop aims to create a positive living environment that supports the well-being and social integration of our customers while also addressing any issues or concerns that may arise within the community.

### **7.3 Communal areas**

- 7.3.1 We will keep the common areas associated with the homes that we own clean and safe and take the appropriate action to resolve issues where necessary. Where blocks and schemes have communal facilities such as kitchens, laundry rooms and lounges, we will ensure that they are well maintained and work with our partner agencies and stakeholders to achieve this. In addition, we will:
- 7.3.2 Inspect communal areas regularly.
- 7.3.3 Through the collection of a service charge, provide key facility services throughout communal areas. This will include the provision of regular communal cleaning and window cleaning.
- 7.3.4 Remove items from communal areas that present a health and safety/fire risk at the time of discovery. We also expect customers and leaseholders to play their part in keeping their neighbourhoods clean by disposing of unwanted items responsibly.
- 7.3.5 Provide grit bins in strategic locations across our estates, which will be checked and filled as required on an annual basis. We will ensure that we have service providers in place to offer a gritting service to schemes where residents request this service or a need for this type of service is clear, for example, Extra Care schemes.

## **8 Grounds maintenance**

- 8.1 It is important to us that the area where our customers live is well maintained. Our grounds maintenance service is focussed upon providing a quality service that ensures outdoor communal areas are kept clean and tidy whilst representing value for money through:
  - 8.1.1 Maintaining grounds in a condition that is safe and accessible to all users.
  - 8.1.2 Ensuring the sustainable use of resources in all grounds maintenance activities.
  - 8.1.3 Delivering a comprehensive programme of site visits throughout the year which will be delivered more frequently in the summer months.
  - 8.1.4 Ensuring that borders and shrub areas are looked after according to the plant species and grassed areas are cut as appropriate during the different seasons.
  - 8.1.5 When we are on site carrying out grounds maintenance, we will also carry out a litter pick of the area.
  - 8.1.6 Ensuring that access and egress routes are kept clear from vegetation at all times whilst noting the importance of respecting the nesting season. (April to September).
- 8.2 Providing comprehensive details on how we will manage our tree stock through our Tree Management Policy. Generally, the maintenance of trees in customers' gardens, fencing and general garden maintenance is the responsibility of the customer and is explained at the commencement of the tenancy. We may inspect and undertake works to trees in customers' gardens where they pose a possible health and safety risk or are damaging the property.
- 8.3 We will check, clear, and maintain local alleyways and paths and continue to develop our grounds maintenance programme to include these areas.
- 8.4 We will check clear and maintain garage sites and compounds as part of the grounds maintenance programme.
- 8.5 We will review our specification at least annually, in order to ensure it meets the needs of our customers and continues to represent good value for money.

## **9 Environmental crime including fly tipping**

- 9.1 We take a robust approach to environmental crime and we will work in partnership with local authority enforcement agencies which could include taking legal action against those committing such crimes on land owned by Rooftop. We take such issues seriously and will ensure that these are dealt with quickly.
- 9.2 Where appropriate we will investigate all instances of fly tipping and, in the event that we establish the identity of the customer or person responsible, a request to remove the items within a reasonable timescale will be given. In the event that the request is not adhered to, we will arrange for the removal of the items and will recharge those concerned for the whole cost of this service.

## **10 Waste management**

- 10.1 Customers will be notified at the start of their tenancy of arrangements and scheduled days for the disposal of refuse and recyclable materials.
- 10.2 Customers are expected to take all reasonable care to ensure that their household rubbish is properly stored and disposed of. Refuse must be adequately bagged and stored until collection in bin stores or other designated areas. Customers are also responsible for making arrangements for the disposal of large items such as household furniture and must comply with the local arrangements for the collection of refuse.
- 10.3 We will operate an education and enforcement approach to ensure that customers meet their obligations in relation to the disposal of waste.
- 10.4 We reserve the right to enact the Recharge Procedure for additional clearances within the localities we operate. The clearance of bulk waste in blocks is not within our responsibilities as a landlord. Therefore, we will utilise the means available to us to ensure the costs related to additional clearance work is shared amongst the customer or leaseholder.

## **11 Play areas**

- 11.1 Where play areas are under our ownership, we will ensure that they are safe to use, properly inspected and fit for purpose.
- 11.2 We will carry out regular inspections and risk-assess play areas and equipment that we own according to the relevant legislation.
- 11.3 We will ensure that all play area equipment is maintained in the appropriate condition using a combination of planned preventive maintenance and responsive repairs.

## **12 Local services**

- 12.1 We will develop and deliver locally tailored standards of service known as 'Local Services', which are designed to help improve the services for customers who live within Rooftop's neighbourhoods. The Local Services will be kept up to date to ensure that they are always relevant to the needs of customers and support our existing service standards and performance targets.

## **13 Abandoned vehicles**

- 13.1 All vehicles on communal or other land owned by Rooftop, aside from individual tenancies must be taxed and in a roadworthy condition or registered with the DVLA as off road through the Statutory Off-Road Notice (SORN). Rooftop considers any vehicle which does not meet these requirements to be causing a nuisance and action will be taken to remove it in accordance with our Abandoned Vehicles procedure.

## 14 Graffiti removal

- 14.1 Graffiti impacts negatively on the aesthetic appeal and appearance of a neighbourhood. Graffiti reported or identified will be removed (24 to 48 hours), along with the reporting of criminal damage to the police where applicable. If the graffiti is identified as offensive or related to gang activity, we will treat this as a priority and remove within 24 hours.

## 15 Garden condition

- 15.1 Untidy and overgrown gardens can negatively impact upon the kerbside appeal of neighbourhoods and can often be an indicator of overall poor property condition. Following identification of this breach of tenancy, should the customer fail to rectify the issue, the Breach of Tenancy procedure will be followed.

## 16 Partnerships

- 16.1 We are aware that we own homes in neighbourhoods where there is a mix of social housing and private owners. We will work closely with local authorities and other landowners to ensure that identified issues are addressed quickly and appropriately. This includes, but is not limited to:
- The maintenance and improvement of footpaths and roads.
  - The maintenance of lighting.
  - The maintenance of culverts.
- 16.2 In addition to the work we undertake, we will also work collaboratively with other organisations, agencies and stakeholders, to ensure that services delivered outside of Rooftop's remit positively contribute to maintaining neighbourhoods and estates that are clean, safe and attractive.

## 17 Review

- 17.1 This Policy will be reviewed every three years unless there are major changes in legislation or good practice.

## 18 Consultation

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|------|--------------------------------|------------|
| 18.1 | Leadership Team Sub-Group      | N/A        |
| 18.2 | Executive Team                 | April 2024 |
| 18.3 | Other (for example, customers) | N/A        |

## 19 Responsibilities

### Responsible body

- |      |                                                |                          |
|------|------------------------------------------------|--------------------------|
| 19.1 | Formulation, amendment and approval of Policy  | Executive Team           |
|      | Monitoring of Policy                           | Leadership Team          |
|      | Operational management of Policy/Policy author | Head of Housing          |
| 19.2 | <b>Date of formulation of Policy</b>           | March 2019               |
| 19.3 | <b>Dates of Policy reviews</b>                 | April 2025<br>April 2024 |

April 2021

**19.4 Date of next policy review**

April 2028

**Associated documents**

Internal – Rooftop policies and procedures

- Anti-Social Behaviour and Hate Incidents Policy
- Domestic Abuse Policy
- Safeguarding Children and Vulnerable Adults Policy
- Tenancy Fraud Policy
- Tree Management Policy
- Abandoned Vehicles Procedure
- Breach of Tenancy Procedure
- Customer Engagement Framework

External

- Regulator of Social Housing Neighbourhood and Community Standard (April 2024)