

Governance Information

Applicable Legislation	<ul style="list-style-type: none"> · Environmental Protection Act 1990 · Clean Neighbourhoods and Environment Act 2005 · Refuse Disposal (Amenity) Act 1978 · The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 · Law of Torts (Interference with Goods) Act 1977 · Public Health Act 1936 · The Regulatory Reform (Fire Safety) Order 2005 · Building Safety Act 2022 · Anti-Social Behaviour Act 2003 · Anti-Social Behaviour Crime and Policing Act 2014
Policy owner	Director of Operations
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1. Policy

- 1.1 At the Industrial Dwelling Society (herein known as IDS) we are committed to creating and providing clean, safe and well-maintained neighbourhoods. This policy sets out how we will manage our neighbourhoods, estates and communal areas to ensure that IDS residents live in a clean and safe environment.

2. Purpose

- 2.1 We adhere to the following principles to deliver on our commitment to providing clean, safe and well-maintained neighbourhoods:
- **Community Safety** - We work collaboratively with other partners and agencies to deter and tackle anti-social behaviour (ASB) and crime.
 - **Local Cooperation** - We work with relevant partners to promote social, environmental and economic wellbeing in the areas in which we operate.
 - **Quality** - We maintain high standards to ensure that our communal areas are clean, well maintained and free from hazards.
 - **Co-Creation** - We actively encourage resident engagement to improve our neighbourhoods, estates and communal areas, and we prioritise our investment based on resident feedback.

3. Scope

- 3.1 This policy applies to all to IDS employees, residents and representatives of IDS, including contractors and third parties who carry out duties on our behalf.
- 3.2 This Policy covers the management of our communal areas, including blocks, estates and wider neighbourhood areas. It includes communal areas that we either own or manage on behalf of others.
- 3.3 IDS have several sites where there is a managing agent responsible for arranging a range of estate services. Where these arrangements exist, we will work with the managing agent and monitor their services to ensure our residents are receiving the appropriate level of service.
- 3.4 This Policy should be read in conjunction with the following IDS policies: Repairs & Maintenance; Health and Safety; Anti-Social Behaviour; Asbestos; Electrical Safety; Fire Safety; Service Charges; Compensation and the Resident Engagement Strategy.

4. Our Approach to Estate Management

4.1 Cleaning & Gardening

- 4.1.1 IDS provides cleaning services to the internal and external communal areas of the blocks we own and manage. These services are provided by a 3rd party contractor commissioned by IDS. We will carry out regular inspections of these services as set out in section 5 of this policy.
- 4.1.2 We carry out window cleaning to all communal windows in the blocks we own and manage. These services are provided by a 3rd party contractor commissioned by IDS. We will carry out regular inspections of these services as set out in section 5 of this policy.
- 4.1.3 We provide gardening services to the external communal areas we own and manage. These services are provided by a 3rd party contractor commissioned by IDS. We will carry out regular inspections of these services as set out in section 5 of this policy.

- 4.1.4 The specification and frequency of cleaning and gardening services provided is made available to IDS residents on the noticeboards displayed in individual blocks and shared in estate-based newsletters and on our website.
- 4.1.5 Communal gardens are designated for the use and enjoyment of all IDS residents who live in our homes. Residents must refrain from any activity that will deter others from using the space or cause a nuisance. We will work with our residents to support them to use these spaces in a way that benefits everyone.
- 4.1.6 We will maintain trees in the communal areas that we own and manage to reduce obstruction, danger or nuisance. This does not include minor seasonal nuisance such as shading, leaf fall or restricted views. These services are provided by a 3rd party contractor commissioned by IDS.
- 4.2 Communal Repairs**
- 4.2.1 IDS carries out repairs to the internal and external communal areas of blocks that we own and manage and that are our responsibility to complete. These services are provided by 3rd party contractors commissioned by IDS.
- 4.2.2 More information about the repairs services provided by IDS can be found in our Repairs and Maintenance Policy.
- 4.3 Internal communal areas**
- 4.3.1 IDS has a zero tolerance approach to items in our communal areas to keep these spaces free from hazards and help keep our residents safe. This means that we will not permit residents to leave any personal belongings or items of furniture outside of their homes. This does not include door mats which are permitted, and must be kept in good condition.
- 4.3.2 IDS residents and their guests are not permitted to store or charge e-bikes and e-scooters in communal areas.
- 4.3.3 We will carry out regular inspections of our internal communal areas as set out in section 5 of this policy.
- 4.4 Anti-Social Behaviour**
- 4.4.1 IDS will work with our residents and partner agencies to deter and tackle ASB that affects our residents and communal areas. This includes but is not limited to - graffiti and vandalism; gang activity; fly-tipping; excessive noise, parties and unauthorised use of communal areas.
- 4.4.2 We will assess, investigate and take action with all reports of ASB in line with our Anti-Social Behaviour Policy.
- 4.5 Noise Nuisance**
- 4.5.1 IDS understands that not all noise nuisance constitutes a statutory noise nuisance and should not be managed under the Anti-Social Behaviour Policy.
- 4.5.2 Every complaint of noise nuisance will be triaged by an appropriately trained member of staff and we will advise the resident if the report of noise nuisance will be treated under the Anti-Social Behaviour Policy or this policy, and how it will be handled.
- 4.5.3 We will work with residents and partner agencies to tackle reports of noise nuisance designing out the nuisance where possible, setting realistic expectations with residents where their report is of this nature and look at options for resolution such as mediation to promote good neighbourhood relationships.
- 4.5.4 Our team members are trained in working with communities to resolve these type issues. When providing guidance and agreeing next steps, we will always consider this on a case-by case basis, understanding the impact the matter is having on our residents, the circumstances of the situation, and any vulnerabilities of the people involved.

4.6 Vehicle Management

- 4.6.1 We will encourage IDS residents to be considerate when parking on our land. We ask that cars are parked in designated bays or on the road, not in gardens or by blocking access for other IDS residents or the emergency services.
- 4.6.2 We may deem it appropriate to have a parking enforcement scheme in place in some of our neighbourhood areas. This will be done in consultation with affected IDS residents.
- 4.6.3 We have a zero tolerance approach to abandoned vehicles on our land. Vehicles parked on our land must be taxed, insured and roadworthy. We do not allow vehicles with a Statutory Off Road Notification (SORN) on shared communal land and spaces not designated as private parking. We will take action to remove abandoned and/or unroadworthy vehicles from our land.
- 4.6.4 IDS residents must not park caravans, boats or trailers on our land without our written permission, and we will not permit car repairs, or the sale of vehicles, to be carried out on our land.
- 4.6.5 We will carry out regular inspections of our car parking areas as set out in section 5 of this policy.

4.7 Waste Management

- 4.7.1 IDS will work with our Local Authority partners and other agencies to ensure that all IDS neighbourhood have appropriate refuse bins and recycling facilities in place.
- 4.7.2 We will share information with IDS residents to promote responsible waste management and help keep our neighbourhoods free from litter.
- 4.7.3 We have a zero tolerance approach to fly-tipping. We may put measures in place to deter fly-tipping such as CCTV, and we will work with partner agencies to take action against perpetrators.
- 4.7.4 IDS residents are responsible for disposing all items of bulk refuse from their home. They can do this by contacting their Local Authority to arrange removal of their items. In order to keep our estates clean and free from hazards we will also remove any items of bulk refuse that we come across in our communal areas, although we may charge our residents for this service.

4.8 Playgrounds

- 4.8.1 IDS playgrounds are inspected on a quarterly basis by an external contractor. Any repairs from these inspections are raised and carried out. Any repairs reported by estate staff or residents between inspections are raised and carried out in the same manner.

5. Estate Inspections

- 5.1 We will carry out regular inspections of our communal spaces to assess their condition and the quality of the services being provided. We will pay particular attention to health and safety matters and anything that may compromise the safety of our residents.
- 5.2 We will use the data collected from our inspections to inform planned works and improvement programmes, and these will form the basis of our estate improvement plans, as detailed in section 6 of this policy.
- 5.3 We can share the results of our inspections with our residents via resident meetings, newsletters and on our noticeboards.
- 5.4 We will encourage IDS residents to participate in our inspections and give us feedback on the quality of our neighbourhoods and the services we provide.

- 5.5 We will provide clear and relevant information to IDS residents about our service standards and our responsibilities for managing our homes through a variety of methods. This may include in tenancy agreements, communal noticeboards, our website, social media and newsletters.

6. Estate Improvement Plans

- 6.1 We will have Estate Improvement plans in place that cover our Estate and wider Neighbourhood areas. These improvement plans are designed to improve the services IDS provides and the physical environment our residents live in.
- 6.2 Each year these plans are co-created with IDS residents to ensure that we are delivering the services our residents want and need from IDS. We will keep our residents regularly updated on the plans that affect them and will publish our performance against them each quarter.

7. Definitions

Neighbourhoods	The IDS definition of Neighbourhoods in relation to this policy is all of the estates and residential blocks we own that have shared, communal services and areas, and which are owned and managed by IDS.
Planned works	Major repairs that are planned to take place, such as communal windows; replacement of roofs or lifts; replacement door entry systems etc
Improvement Programme	A programme of works designed to improve a neighbourhood, such as installation of CCTV; landscaping; new areas for bins or bike storage etc

8. Roles & Responsibilities

Director of Operations	Overall responsibility for this policy
Head of Housing	Responsible for the training and review of this policy being managed correctly by staff
Housing Services Manager	Responsible for the contract management of third party contractors in relation to cleaning and gardening
Estate Managers	Responsible for the estate inspection routine and creation, review and monitoring of the estate improvement plans. Responsibility for the sharing of information with residents and day to day activities within the policy.

9. Equality Impact Assessment

An Equality Impact Assessment has been completed for this Policy.

10. Policy Review & Monitoring

- 10.1 We will review this policy every 3 years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice.
- 10.2 All relevant KPI's (key performance indicators) aligned to the management of IDS Neighbourhoods are regularly monitored and reviewed. We will routinely monitor our performance in implementing this policy.