

## Quartz Housing: Neighbourhood and Community Policy

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<b>Policy Owner:</b>	Board	<b>Date Reviewed:</b>	April 2025
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### 1 | Introduction

- 1.1. The purpose of this policy is to outline how Quartz Housing (“**Quartz**”) will approach neighbourhood and community management, as per the Regulator of Social Housing’s (“**RSH**”) 2024 Neighbourhood and Community Standard.
- 1.2. Neighbourhood management refers to:
- the effective management of the environment around our properties and any common areas, and
  - joint working with partner agencies such as the local authority and local landowners on private areas within our neighbourhoods.
- 1.3. The objectives of neighbourhood management are to:
- Ensure the neighbourhoods and areas of properties, including internal and external communal areas, and landscaped areas, are well-maintained and clean;
  - Operate a programme of regular inspections and site visits to maintain the required standard and address any spaces that are below standard;
  - Maintain an active dialogue with residents to monitor the impact of neighbourhood management and its value for money; and
  - Keep neighbourhoods positive, safe, and tidy places for people to live.

### 2 | Scope

- 2.1. This policy applies to all properties which we own and their associated communal areas (and neighbourhoods). All properties are expected to be managed in line with this policy. This policy does not explicitly cover our approach to addressing anti-social behaviour, which is outlined in a separate Anti-Social Behaviour Policy.

### 3 | Neighbourhood Management

#### 3.1. Communal Areas

- 3.1.1. We will deliver services that ensure all internal and external communal areas and any surrounding areas owned are clean, well-kept, and attractive for residents. Within this delivery, there will be a zero-tolerance to items or instances that could cause or are a fire hazard.
- 3.1.2. We or our managing agent will consider representations from its residents when creating management plans for their properties and neighbourhoods. This includes communal areas.
- 3.1.3. We will always ensure value for money in delivering these services.

#### 3.2. Checking the neighbourhood

- 3.2.1. We will regularly check our neighbourhoods and communal areas to ensure they are being maintained and are clean, safe, and tidy. This includes taking a zero-tolerance approach to items which cause a fire hazard.
- 3.2.2. We are committed to maintaining active channels of tenant feedback to ensure services are constantly well-delivered and, where possible, appropriate improvements can be made. Details of any improvements made will be assessed and fed back to residents.

### 4 | Local Area Co-operation

- 4.1. We are aware of our and impact in the localities where we own properties and, concurrently, we will identify how we can aid and contribute to localised co-operation in these areas through the management of the homes and estates.
- 4.2. Where practical, we work in partnerships with local stakeholders, agencies, and residents to ensure a good level of economic, environmental and social well-being in local areas related to their properties. These partnerships will assist in creating thriving and vibrant areas. Additionally, we will engage with relevant local authorities and where possible assist them in achieving their strategic housing objectives. The degree to which we engage in local co-operation will be proportionate to the scale of our presence in any area.
- 4.3. If interventions are needed to improve an area, we will focus this intervention on the areas of greatest benefit.

### 5 | Monitoring and Performance

- 5.1. The Board has overall responsibility for ensuring the compliance of these service standards, both by us and those acting on behalf of us.
- 5.2. We will monitor its own compliance, and the compliance of its managing agents, with this policy.

## **6 | Policy Management**

- 6.1. This policy will be reviewed annually, unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

## **7 | Background Documents**

- 7.1. This policy should be read in conjunction with the legal and regulatory documents listed below:
1. The Regulatory Standards published by the RSH, and the following strategies and policies:
  2. Service Standards
  3. Resident Involvement Policy
  4. Anti-Social Behaviour Policy
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