



Housing and Neighbourhood Management Policy

Published July 2025

Review due July 2028

1. Aim of policy

This policy outlines how we will manage housing in line with our statutory and regulatory responsibilities and our duties as a social landlord. It defines the scope, aims and controls in place for each area of housing management.

It aims to promote thriving, inclusive communities by supporting positive customer relationships through fair tenancy management and strong neighbourhood presence.

2. Scope of policy

This policy will ensure:

- that we manage tenancies effectively to create sustainable communities
- our services meet the needs of our customers
- our neighbourhoods are well maintained and safe
- monitoring is undertaken and reported through Performance Indicators where required.

All front-line operational teams should have an awareness of this policy.

3. Policy statement

Housing management is a core function of housing services, aimed at ensuring tenancies are sustained, managed fairly, and delivered in accordance with legal, regulatory, and contractual obligations. We carry out housing management in a transparent, consistent, and equitable manner, with consideration given to individual circumstances and the wider impact on the community.

This policy and other linked procedures apply to all tenures, except where stated. Sometimes we may use our discretion and act outside of this policy.

4. Policy

4.1 Housing Management

We manage tenancies effectively to support customers in maintaining stable homes, promoting community cohesion, and ensure properties and communal areas are safe and well maintained. We will engage proactively with customers to address issues such as property condition, tenancy fraud, and compliance with health and safety standards. The policy details are shown in Appendix A.

4.2 Neighbourhood Management

Neighbourhood management includes addressing issues that, while not meeting the threshold for action under the Anti-Social Behaviour (ASB) Policy, still require proportionate and appropriate intervention. We recognise the importance of managing neighbourhood issues

through a proactive approach. This policy incorporates principles of good neighbourhood management. The policy details are shown in Appendix B.

Behaviours that typically fall outside the scope of ASB but may be managed under this policy include:

- General household noise (e.g. appliances, children, plumbing)
- Noise linked to outstanding repairs
- Pet-related disturbances
- Odours or smoking in communal areas
- One-off events (e.g. parties, BBQs)
- DIY activities
- Untidy gardens
- Bonfires

The nature and impact of issues may change over time. Cases will be reviewed and escalated under the ASB Policy if appropriate.

4.3 What we do

Housing management cases are managed using a structured approach to ensure efficiency, consistency, and fairness in service delivery. The process typically includes the following stages:

Initial Assessment: We gather all relevant details, including the impact on the customer and wider community. We identify, consider and record any reasonable adjustments required.

Record Keeping: We document all necessary information. In some instances, calls may be recorded to ensure accuracy and for future reference.

Investigation: We may carry out inspections, and in accordance with policies and procedures and assess the situation to agree an appropriate course of action. In cases where insufficient evidence is available, advice may be provided, and expectations managed through clear communication.

Communication: We'll update customers about their open enquiry at least once every two weeks, unless the nature of the case or customer impact requires a different frequency. Updates are provided using the customer's preferred communication method.

Engagement: Feedback from customers is encouraged to support service improvement. We promote opportunities for involvement, such as Neighbourhood Ambassador or Neighbourhood Rep roles.

4.4 Right to complain

We ensure that information about their right to make a complaint is provided to customers who make noise reports if they are dissatisfied with the landlord's proposal for handling the situation or the actions we take to address the situation. Information on how to make a complaint is provided by our frontline teams and available on our website.

5. Statutory requirements

This policy should be read in conjunction with the following Acts of Law and Regulatory and Statutory Requirements:

Human Rights Act 1998	Housing Act 1985	Housing Act 1988
Equality Act 2010	Mental Capacity Act	Data Protection Act 2018

Prevention of Social Housing Fraud Act 2013	Regulatory Reform (Fire Safety) Order 2005	Torts (interference with goods) Act 1977
Enrolment of Deeds (Change of Name) Regulations 1994	Leasehold and Freehold Reform Act 2024	Consumer Standards 2024

6. Related policies

This policy should be read in conjunction with the following VIVID policies and service standards:

Anti-social Behaviour Policy	Complaints Policy	Data Protection Policy
Domestic Abuse Policy	Equality and Diversity Policy	Fire Policy
Lettings Policy	Mutual Exchange Policy	Prevention of Financial Crime Policy
Reasonable Adjustments Policy	Safeguarding Children Policy	Safeguarding Vulnerable Adults Policy
Speak Up Policy	Tenancy Policy	Unacceptable Behaviour Policy
Service Charge Policy	Health and Safety Policy	Decant Procedure
Income Policy	Equity Policy	Mutual exchange Policy
Decant Policy		

7. Monitor and review process

At intervals we arrange for an independent audit of our procedures and records to ensure that they reflect good practice and are being followed. We will monitor new legislation and best practice and may make use of any new legislation or tools as required. This policy will be approved by the Directors Group and reviewed every 3 years.

8. References/appendices

Appendix 1 – Housing Management Policy Detail
Appendix 2 – Neighbourhood Management Policy Detail

Co-creation	This policy was co-created with our customers in May 2025
Equality Impact Assessment	This policy underwent an EIA in June 2025
Policy Author	Beth Holmyard, Head of Neighbourhoods
Policy Owner	Alex Nagle, Customer Services Director
Approved by	Directors Group
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Appendix A

Housing Management – Policy Detail

Area	Response
Assignment	This covers assignments of a whole tenancy. Mutual Exchange assignments are within the Lettings Policy. Tenancy change assignments are covered in the Tenancy Changes section of this Policy. We will: • Support customers who want to assign their tenancies based on the rights set out in their tenancy agreements • Make relevant checks to reduce tenancy fraud • Make customers fully aware of the consequences of assignment so that they can make an informed decision • Maintain accurate records of applications and assignments Legislation - This policy is linked to the following regulation and legislation: Housing Act 1985, Housing Act 1988, Localism Act 2011 Controls - We'll meet applicants to ensure that they understand the consequences of assignment and check the identification of assigners and assignees to prevent tenancy fraud. We will involve other relevant agencies where there are concerns over abuse or coercion of vulnerable customers, in accordance with our Safeguarding Policy.
Name Change	This covers name changes due to change by deed poll, marriage, civil partnerships and divorce. We will: • Support customers who want to change their name on their tenancy • Not class a name change as a change in tenancy and will not alter the tenancy in any way. • Maintain accurate records of applications and name changes • Inform the courts of changes of names during proceedings as necessary. Legislation - This policy is linked to the following regulation and legislation: Enrolment of Deeds, (Change of Name) Regulations 1994, Civil Partnerships Act 2004 Controls - To prevent fraud, we'll check the relevant supporting documentation such as marriage certificate or Deed Poll document, in accordance with our Name Changes Procedure.
Estate Management	This covers estate inspections, abandoned vehicles, fire risk inspections, individual garden inspections and items left in communal areas. Customers have a responsibility to ensure communal spaces are kept clear, use the communal spaces considerately and report any issues. We will: • Inspect all roads, estates and communal areas at periodic intervals depending on the risk assessed and frequency of issues in that area. • Identify and report any communal repairs to be undertaken. • Identify and report issues that pose a serious fire risk; removing items which pose a risk to health and safety immediately, such as fuel canisters and items restricting access to fire routes, replacing missing or damaged fire signage.

	• Undertake inspections and have a zero tolerance for any items in communal areas including prams, bikes, door mats, plant pots, pictures, mobility vehicles (unless permission has been granted), using the TORT process to legally remove items. • Remove offensive graffiti in line with Service Standards. • Identify poorly maintained gardens and work with customers to take appropriate action. • Ensure that communal bin areas are kept in a clean and tidy condition. • Charge the resident responsible for the cost of removing and disposing of items left in communal areas, where possible. When we cannot identify who is responsible, we may include the costs in service charges. Legislation - This policy is linked to the following legislation: Torts (interference with goods) Act 1977, The Regulatory Reform (Fire Safety) Order 2005 Controls - We'll set an appropriate frequency for estate inspections and keep records of the inspections carried out and the resultant actions.
Communal Standard Assessments	Communal Standard Assessments (CSA) are inspections used to rate areas and identify improvement works. We will: • Carry out CSAs annually. • Invite local and involved customers to take part in the assessments. • Share reports with the local customers. • Publish the overall results on our website. • Utilise this data to influence cyclical works and investment.
Pets	Customers may wish to keep domestic animals (eg cats, dogs, small caged mammals). Customers cannot keep livestock. We will: • Allow customers to keep domestic pets, according to their tenancy or lease agreement and the tenure of property. • Let customers know if they are not allowed to keep pets due to covenants or other legal reasons. Controls: • Use Pet Ownership Agreements to help customers manage their pet • Revoke permission for a pet if the terms in the tenancy agreement have been broken. For example, if the pet is causing a serious nuisance to neighbours or detriment to the property. • Enforce covenants and other legal restrictions, where they are in place. • Work with agencies where there are animals that are illegal to own.
Tenancy changes – Joint to sole / Sole to joint	A sole tenant can assign part of their tenancy to another person, making them joint tenants. A joint tenant can assign their part of the tenancy to the other tenant, making them a sole tenancy. We will: • Support customers who want to change their tenancy based on the rights set out in their tenancy agreements • Make customers fully aware of the consequences of changing their tenancy so that they can make an informed decision. • Maintain accurate records of applications and tenancy changes Legislation - This policy is linked to the following regulation and legislation:

	Housing Act 1985, Housing Act 1988, Localism Act 2011. Controls - We'll meet applicants to ensure that they understand the consequences of changing their tenancy. We will check the identification of assigners and assignees to prevent fraud. We'll involve other relevant agencies where there are concerns over coercion of vulnerable customers.
Mobility vehicles	This covers mobility vehicles used and stored in our properties and communal areas. We will: • Provide clear instructions on the safe usage, storage and legal requirements surrounding mobility scooter use • Promote and support the potential need of frail or disabled customers to maintain an independent lifestyle through mobility vehicle ownership • Advise and enforce the requirement for customers to store and charge their mobility vehicles in the designated store and charging areas. • Allow customers to charge and store their mobility scooters in their own properties, as domestic premises fall outside the legal requirements of the legislation, unless we believe there is an unacceptable risk. • Give permission for mobility vehicles to be stored or charged where reasonable • Remove permission for mobility scooters from customers who charge and/or store their scooters in locations that pose an unacceptable risk. • Encourage residents to have liability insurance in place to cover damage to building, or injury to other people and provide information about low cost insurance schemes. Legislation - This policy is linked to the following regulation and legislation: Equality Act 2010, Health and Safety at Work Act 1974, The Regulatory Reform (Fire Safety) Order 2005, Building Safety Act 2022. Controls - We'll carry out regular inspections of communal areas to make sure that mobility vehicles are not being stored or charged in non-designated areas or breaching fire legislation. We'll take any necessary action.
Death and Succession	This covers succession, which is when a tenant dies, and their tenancy is passed onto another person. We will: • Allow one statutory succession per tenancy, when it is covered by legislation. A statutory succession will take place when a joint tenant dies and the remaining tenant becomes a sole tenant • Support customers who want to apply to succeed based on the rights set out in the deceased's tenancy agreement • Allow only one person to succeed to a tenancy. If there is more than one person, we will make a decision based on their housing need • Offer the successor up to 2 alternative properties if the current property is not suitable. If these are refused, we will start legal proceedings to gain possession of the property • Make relevant checks to reduce tenancy fraud • Take possession proceedings if the succession is not allowed • Consider discretionary succession applications where the applicant lived with the tenant in the property for 12 months immediately prior to the death, and where the property has disabled adaptations that are required by the applicant, and there are no other suitable adapted properties

	available, or the applicant would be likely to be found unintentionally homeless and in priority need by the local authority, or the applicant had full caring responsibilities for the tenant, or the applicant has vulnerabilities which mean that they would be less able to secure alternative accommodation. This will be assessed on a case-by-case basis. Legislation - This policy is linked to the following regulation and legislation: Housing Act 1985, Housing Act 1988, Localism Act 2011, Family Law Act 1996, Civil Partnerships Act 2004. Controls; we will: • Meet applicants to ensure that they understand the consequences of succession and managing a tenancy. • Check the identification of successors to prevent fraud. • Involve other agencies if there are concerns over vulnerable customers.
Property Condition including Hoarding	This covers poor property condition and hoarding issues that are identified within our properties regardless of tenure. We will identify tenancies at risk and, conduct regular inspections to identify health and safety risks. We recognise hoarding as a complex issue that may require intervention, balancing our customers rights with the need to maintain the condition of their home. We will have regard to legislation which recognises hoarding as a form of self-neglect requiring safeguarding measures. We will; • Recognise that hoarding is a complex behavioural issue and that typically hoarders will be vulnerable and may be suffering from Hoarding Disorder, which may be classed as a disability • Support customers and staff to tackle this when it has been identified. • Engage external agencies and partners to help us to support the customer and make safeguarding referrals as needed and signpost as necessary. • Recognise that cases of this nature can be complex and lengthy. Legislation - This policy is linked to the following legislation: Mental Capacity Act 2005, Human Rights Act – article 8, Equality Act 2010, Care Act 2014 Controls - We will undertake risk assessments when hoarding issues are identified and consider the appropriate support and action. Where support has not been successful and the condition of the property remains a health and safety risk, we will consider tenancy enforcement action, ensuring that it is necessary and proportionate, and with regards to the Equality Act 2010.
Decants	We may need to temporarily or permanently relocate our customers when their homes require planned major works or refurbishment, or in emergency situations such as fires or floods. This is covered in the Decant Policy (to be published in 2025.)
Household noise	Reports about household noise can be reported online, through customer service, or in person. We provide advice, mediation, and referrals, and work with agencies to address issues effectively. We will: • Manage noise issues promptly and fairly to maintain a positive environment for our customers.

	• Distinguish between everyday household noise (e.g., footsteps, washing machines) and anti-social behaviour (ASB) like loud parties or persistent loud music. • Focus on early intervention and offer assessment mediation to resolve disputes. • Encourage customers to be considerate and make practical changes to reduce noise, such as using carpets, soft door closers, headphones, or vibration mats. Legislation - This policy is linked to the following regulation and legislation: Housing Ombudsman Service 'Spotlight on noise' report 2022 Control - We will: • Triage noise reports to ensure they are dealt with by the relevant team. Household noise is managed by our Neighbourhoods team, while ASB is handled under our ASB policy.
Use and Occupation	We may allow occupants to stay temporarily in a property when a customer has died and there are no succession rights. We will: • Charge occupants a 'use and occupation' charge, which is not rent and does not grant tenancy rights. • Not issue the occupant with a tenancy agreement, or treat them as a tenant • Provide a letter of permission confirms their temporary stay and supports benefit applications. Legislation - This policy is linked to the following legislation: Housing Act 1985, Housing Act 1988, Localism Act 2011 Control - We will: • Serve a Notice to Quit, requiring the occupant to vacate within 28 days. • Proceed with legal action if they do not leave. • Consider short extensions while they seek alternative accommodation • Not allow long-term occupation
Warning flags	Warning flags are used on our housing management system to identify customers who may pose a risk to staff or act in an unacceptable way towards staff, as detailed in the Unacceptable Behaviour Policy. We will: • Add warning flags to our system to ensure staff are aware of any risks • Make customers aware before adding flags, unless this would increase risk to staff or it is based on confidential information provided by another agency. • Encourage staff to report unacceptable behaviour or risks Legislation – this policy is linked to the Data Protection Act 2018 Controls – we will make customers aware of flags in most situations. We'll review flags annual and remove any that are no longer needed.
Abandonment	As part of the tenancy agreement, customers must use their property as their 'only and principal home' and customers must make us aware if they are away

	for longer than a month. Abandoned properties are where a customer has left the property and has no intention to return. We will: • Serve a Notice to Quit (NTQ) if we have evidence to suggest a customer has abandoned a property. • Try to locate the customer and understand if they have an intention to return. • Consider ending the tenancy if the customer cannot be located or we believe that they have no intention to return to the property • Follow the TORT process for any items remaining in the property, if they have appear to have financial or sentimental value. Legislation - This policy is linked to the following legislation: Housing Act 1985, Housing Act 1988, Localism Act 2011 Controls – we use customer reports, estate inspections and system data to proactively identify properties which may have been abandoned. Approval for tenancy action is approved by a senior manager.
No access	Where entry to a property is required for repairs, safety checks, inspections or housing management visits, but is not given by the customer. We will: • work with the customer to understand why access is not being provided. • make multiple contact attempts, including letters, calls, portal messages and home visits, before escalating further. • Make flexible arrangements for customers facing communication barriers or other challenges. • Apply for a court injunction if there is no engagement from the customer or if access is repeatedly denied. • Force access in an emergency, under the terms of the tenancy agreement. Legislation – this policy is linked to Gas Safety (Installation and Use) Regulations 1998 and Electricity at Work Regulations 1989. Controls – we work across teams to ensure that access is given for essential health and safety repairs and checks.
Tenancy Fraud	Fraud includes unlawful subletting and false tenancy claims. Suspicious cases are investigated, and legal action may follow if fraud is confirmed. We will: • Reduce the risk of tenancy fraud by carrying out residency and identification checks on our customers • Check all cases of sub-letting and abandonments that are reported to us or are highlighted through general activities and take appropriate action. • Work with our partners to identify tenancy fraud • Use our internal systems and data to help identify tenancy fraud • Take tenancy and/or legal action when tenancy fraud has been identified Legislation - This policy is linked to the Prevention of Social Housing Fraud Act 2013. Controls – we will: • Carry out relevant checks at different stages of a tenancy, including at the start of a tenancy, tenancy changes, assignment, succession, right to buy.

	• We'll use the data we hold to highlight possible cases of fraud • We'll train our frontline staff, so they are able to detect and manage potential cases of tenancy fraud.
Parking	This covers residential car parking in our neighbourhoods. We will: • Advise customers what the parking arrangements are where they live • Work with public and private organisations to enforce parking controls where applicable • Expect customers to use parking spaces considerately. We will not monitor the parking on estates or get involved in parking disputes unless they lead to anti-social behaviour. • Designate specific parking bays for registered disabled customers where possible • Monitor abandoned, untaxed and unroadworthy vehicles and take steps to remove them especially if they pose a health and safety risk. Legislation - This policy is linked to the Driving Vehicle Licence Agency (DVLA) removal of abandoned vehicles process. Controls - We'll carry out regular estate inspections to identify abandoned vehicles. We'll consider parking arrangements on new estates to try to design out any potential issues where planning legislation allows.
Lodgers & subletting	We recognise that there are situations when a customer may want to take in a lodger or sub-let part of their home. This can often help meet local housing needs or assist the customer with their housing costs. Customers must have our permission to have a lodger or to sublet part of their home. We will: • Consider granting permission, that we will not unreasonably withhold and will be given in line with the conditions within the tenancy agreement. • Make the customer aware that they are responsible to check if the lodger has a right to rent in accordance with Immigration Act 2014. • Share information about lodgers to other agencies if we suspect fraud. • Investigate any suspicious cases where vulnerable customers may be persuaded to take in a lodger against their wishes. • Consider if a caretaker can look after the home while the customer is temporarily absent, if the request is made before the customer leaves the property. • Make customers aware that they are responsible for the behaviour and actions of their lodgers. Legislation - This policy is linked to the Immigration Act 2016. Controls - Not allow customers to sub-let their entire home. If they do, we will seek possession of the property in accordance with the terms of the tenancy agreement.
Items on balconies	Flammable items left on balconies can cause fires and risk the lives of customers. We will: • Encourage customers not to store any flammable items on their balconies, nor to have balcony screening which prevents visual inspections • Enforce with legal action where the tenancy or lease agreement allows.

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| | <ul style="list-style-type: none">• For very high-risk items (eg gas cannisters, barbeques, patio heaters etc) we may consider immediate legal action. |
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Legislation - This policy is linked to the Building Safety Act 2022 and Fire Safety Act 2021.

Controls – we carry out estate inspections and Fire Risk Assessments to identify fire risks, and monitor the completion of any resultant actions.

Appendix B

Neighbourhood Management – Policy Detail

Method	Detail
Triage	We will review and triage reports to determine whether issues should be addressed under our ASB policy or our Housing and Neighbourhood Management Policy. This ensures that minor neighbourhood issues or noise reports are managed appropriately.
Case review appeal	Customers have the right to appeal at any point if they feel their report is being assessed under the wrong policy. If they disagree with the review outcome, they will be provided with details of our complaints policy.
Interventions	We may intervene to help manage behaviour and strengthen relationships within the community. This could include • Non-ASB action plans • Acceptable Behaviour Agreements • Pet Ownership Agreements • Good neighbour agreements • Community Protection Warnings • Assessment Mediation
Manage customer expectations	From the outset, we will set realistic expectations by informing our customers about the actions we, as a landlord, can take, as well as those beyond our control. Additionally, we will outline the available options.
Customer cooperation	We aim to build relationships among customers living in close proximity to each other. If a customer declines a reasonable request, our ability to provide further assistance may be limited. In such cases, we will clearly communicate this to the customer and inform them of any alternative options available.
Vulnerabilities and support needs	At every stage, we will consider the support needs of the customers involved. We acknowledge that personal circumstances can sometimes influence a customer's tolerance, perception, or ability to handle certain situations. When we identify this as a contributing factor, we will collaborate with our partners to find appropriate support solutions. We recognise that some of our customers may have mental health conditions that may affect how we act. We will not disclose our customers health conditions to their neighbours unless we have their permission to do so.
Proactively reduce noise transfer	We acknowledge that noise can travel between properties due to inadequate sound insulation and thin walls, potentially causing significant disruption for customers. In such cases, we will explore ways to minimise noise. Our tenancy conditions require customers to request permission where they would like to make alterations or improvements to their home – this includes installation of hard flooring.
Property inspections	We may inspect properties to determine if any unresolved repair issues are contributing to noise transfer. While we cannot guarantee soundproofing for

	properties built to previous building regulations, we will explore funding measures to mitigate noise when all other options have been exhausted, and the impact is exceptionally severe.
Void standard	We will not remove carpets unless they are in poor condition, or the incoming customer has requested their removal. We will usually remove hard and laminate flooring. We will consider installing anti-vibration mats into the washing machine space in flats above ground floor where this is excessive.
Estate Management	See the Estate Management / Communal standards sections in Appendix 1 of this policy.
New builds	We will ensure that new builds are built to current building regulations and that flats above the ground floor do not have hardwood or laminate flooring where possible.
Customer Engagement	Customer engagement plays a vital role in promoting strong neighbourhoods and encouraging effective housing management by encouraging collaboration, accountability, and proactive problem-solving. • Community Building: Engaging customers strengthen relationships, promotes inclusivity, and encourages a sense of belonging, leading to more cohesive and supportive neighbourhoods. • Improved Housing Standards: When customers participate in discussions about maintenance and services, landlords can address concerns faster, ensuring properties remain safe and well-managed. • Proactive Issue Resolution: Encouraging customers to report repairs, anti-social behaviour, or environmental issues allows us to act promptly before problems escalate. • Transparency and Trust: Open communication helps customers understand policies, service charges, and housing procedures, and builds trust between us. • Customer Involvement in Decision-Making: When customers have a say in local housing decisions, such as estate improvements or service priorities, it promotes fairness and ensures policies reflect community. We want our customers to feel empowered to shape their neighbourhood.