

Housing Neighbourhood Management Policy: Consultation Feedback and Our Responses

Thank you to all residents and members of our Tenant Panel, Subgroup and Reading Group who shared their views. Your feedback has directly informed the revised Housing Neighbourhood Management Policy. The key points raised, and our responses, are set out below to show what we have changed or clarified and how your feedback will inform our wider service.

Tenant feedback: Please provide more information on grass cutting.

Our response: Thank you for your feedback. We have added a dedicated section to the policy covering grounds maintenance and gardens, including grass cutting. In addition when a new tenant signs their tenancy, we will explain which gardens and grassed areas they are responsible for maintaining and which areas are the Council's responsibility. This will help ensure expectations are clear from the start of the tenancy.

Tenant feedback: The policy is not clear, and more detail is needed on what to do when things go wrong.

Our response: Thank you for your feedback. We recognise the importance of making it clear what residents can do if they are dissatisfied with our service. We have added a direct link to the Council's Corporate and Housing Complaints Policy, together with information on how to make a complaint. The policy explains how concerns will be considered, the stages of the complaints process and how residents can escalate a complaint if they remain dissatisfied.

Tenant feedback: Be clear about where responsibility rests with the tenant and where it rests with the Council.

Our response: Thank you for highlighting the need for greater clarity. Because the Council manages more than 3,000 homes of different types, some responsibilities vary according to the property and its surroundings. When a new tenant moves into their home, we will explain the responsibilities that apply specifically to that tenancy, including any shared or communal areas. The revised policy also makes the general division of responsibilities between tenants and the Council clearer.

Tenant feedback: Make it clearer how to make a complaint and consider offering a single point of contact.

Our response: We agree that the complaints route and contact arrangements should be easy to understand. The revised policy includes direct links to the Council's Corporate and Housing Complaints Policy and to information explaining how to make a complaint. When a neighbourhood management issue is logged with the Tenancy Management Team, we will acknowledge it and provide the name and contact details of the Housing Officer responsible for the case. That officer will act as the main point of contact and keep the resident informed as the matter progresses.

Tenant feedback: The section on garages and storage of vehicles needs more clarity.

Our response: Thank you for your feedback. We have revised the sections on parking, garages and vehicle storage to explain the terms of use more clearly, including the standards tenants are expected to follow and the action the Council may take where those terms are not met.

Tenant feedback: I liked the flow of the subheadings for each type of neighbourhood issue.

Our response: We are pleased that you found the subheadings helpful. Neighbourhood management covers a wide range of issues, so we have retained the clear category-based layout to make the policy easier to navigate and to help residents quickly understand our approach to the issue affecting them.

Tenant feedback: Why is unsafe driving by tenants not mentioned?

Our response: Thank you for raising this issue. Unsafe driving is primarily a road-safety and enforcement matter and is not specifically covered by the tenancy agreement, so it is not included as a standalone neighbourhood management responsibility in this policy. However, we recognise residents' concerns and will include practical advice in a future tenant newsletter on how and where to report unsafe driving. Where reported behaviour may also involve a breach of tenancy or anti-social behaviour, we will consider what action is appropriate under the relevant Council policy.

Tenant feedback: Be clear and include a link to the Anti-Social Behaviour and Hate Incident Policy.

Our response: We agree that residents should be able to identify quickly which policy applies to their concern. We have clarified the distinction between general neighbourhood management matters and reports of anti-social behaviour or hate incidents. The revised policy includes a direct link to the Council's Anti-Social Behaviour and Hate Incident Policy, which explains how these reports are assessed, the support available and the action the Council may take.