



Tendring
District Council

HOUSING NEIGHBOURHOOD MANAGEMENT POLICY

Revised August 2026



1. Introduction

Tendring District Council (TDC) recognises that keeping neighbourhoods safe and clean is an important part of providing a better quality of life for residents and can act as a deterrent to anti-social behaviour (ASB), neighbour nuisance and crime. This policy sets out how Tendring District Council will maintain council owned neighbourhoods in accordance with the Regulator of Social Housing (RSH) Consumer Standards and Codes of Practice (2024), by working with residents and partner agencies to keep neighbourhoods safe and clean. Many of the areas the Council is responsible for do not have a defined neighbourhood but can include an estate or a group of properties in a street or rural area.

This policy supports compliance with the Regulator of Social Housing (RSH) Consumer Standards (2024), specifically the Neighbourhood and Community Standard, the Safety and Quality Standard, and the Transparency, Influence and Accountability Standard.

It should be read alongside the Council's Housing Anti-Social Behaviour and Hate Incident Policy, which covers behavioural issues such as harassment, intimidation, threats, hate incidents and criminality.

This Neighbourhood Management Policy focuses on environmental issues affecting the safety, cleanliness and appearance of neighbourhoods.

2. Purpose of this Policy

This policy sets out the Council's approach to maintaining and improving neighbourhoods and providing services for residents which enable them to have safe and secure neighbourhoods they are proud of and quiet enjoyment of their homes.

This policy also supports compliance with the Tenant Satisfaction Measures (TSMs), particularly TP10 (communal areas), TP11 (neighbourhood contribution) and NM01 (ASB cases per 1,000 homes). Clear distinction between environmental issues and behavioural anti-social behaviour ensures accurate reporting and strengthens regulatory assurance.

It also sets out information about the two new additional Neighbourhood Management NEGL (Neglect) and NMNOIS (Neighbourhood Noise) categories from February 2025 to support accurate classification of environmental issues and alignment with the RSH Consumer Standards (2024).

3. Policy Aims

The Council aim to:

- Develop a pro-active approach to the management of Council properties and neighbourhoods.
- Ensure the grounds and communal facilities the Council manage are well maintained.
- Involve residents and other parties to understand neighbourhood needs and requirements to create sustainable neighbourhoods.
- Ensure that all residents are aware of their respective responsibilities and encourage local initiatives to resolve long-term or entrenched issues impacting individual areas.
- Ensure a clear distinction between environmental Neighbourhood Management issues and behavioural Anti-Social Behaviour (ASB) or hate incidents, in line with the Council's ASB and Hate Incident Policy.
- Support accurate categorisation and reporting of issues to meet the requirements of the RSH Consumer Standards and Tenant Satisfaction Measures.

4. Scope of Policy

This policy promotes the effective management of the neighbourhoods (Neighbourhood Management) around Council homes to ensure they are safe, attractive and well-maintained places to live. It explains the approach the Council will take, and how residents and partner agencies will be involved in planning improvements to the safety, security and appearance of our neighbourhoods.

This policy does not cover behavioural Anti-Social Behaviour (ASB), hate incidents or hate crime. Examples of these include noise nuisance, harassment, intimidation, threats, drug misuse, verbal abuse, physical violence, and any behaviour causing harassment, alarm or distress. These matters are managed under the Council's separate Housing ASB and Hate Incident Policy.

- A hate crime is any incident, which is a criminal offence, that the victim or anyone else thinks is motivated by someone's hostility or prejudice towards them or another person because of their race, religion, sexual orientation, disability or because they are transgender. Hate crime should be reported to the Police. You can access the links and information to help you do this by visiting the Council's 'Reporting Hate Crime' webpage (link below) and completing the 'Online form' [Hate crime](#)
- A hate incident is any incident, which is not a criminal offence, that the victim or anyone else thinks is motivated by someone's hostility or prejudice towards them or another person because of their race, religion, sexual orientation, disability or because they are transgender.

5. What is Neighbourhood Management?

Neighbourhood management is the effective management of the environment around the Council's homes to ensure that neighbourhoods are safe, attractive and well-maintained places to live. The Council aim to deliver high quality estate services and having the support and co-operation of residents is critical to the Council's success. Many environmental problems are costly to tackle and yet are often caused by a minority of people. Examples of Neighbourhood Management issues include:

- Vandalism and graffiti,
- Abandoned vehicles and other vehicle related nuisance,
- Littering and fly tipping,
- Dog fouling,
- Untidy gardens,
- Communal areas and inspections,
- Grounds maintenance,
- Playgrounds,
- Broken door entry systems,
- Hoarding.

This list is not exhaustive and other types of behaviour and neighbour reported concerns such as domestic abuse will trigger action by the Council, working in partnership with relevant agencies to support the Neighbourhood and Community Standard requirement to work collaboratively to prevent harm and promote safe, well-managed neighbourhoods.

Some issues previously recorded as ASB, may now fall under Neighbourhood Management categories, such as NEGL (Neglect) and NMNOIS (Neighbourhood Noise). These categories support accurate classification and ensure that environmental issues are not misreported as behavioural ASB, in line with the Council's ASB and Hate Incident Policy and RSH reporting requirements.

6. Working Together

In Tendring, neighbourhoods are a mix of both social housing and private owners, and Neighbourhood Management is most effective when residents and landlords work together to make their communities a better place to live. The Council's responsibilities as a landlord include:

- Providing quality services for residents and visitors that keep communal and external areas in a good state of repair, clean, safe, and free from hazards.
- Ensuring that there are no health and safety risks to residents and visitors in our neighbourhoods.

- Providing residents with a range of opportunities to influence and be involved in the delivery of Neighbourhood Management services and monitor how they are being delivered.
- Listening and acting on concerns raised by residents about their neighbourhood and having a clear, simple and accessible approach to complaints to ensure they are resolved promptly.
- Work in partnership with police and other agencies to deter anti-social behaviour and neighbourhood issues.

This approach supports the Transparency, Influence and Accountability Standard by ensuring residents can influence how neighbourhood services are delivered. Where environmental issues escalate into behavioural concerns, officers will refer the matter to the ASB and Hate Incident Policy to ensure appropriate investigation and risk assessment.

Tenant responsibilities include:

- Ensuring their homes and gardens are well maintained.
- Helping the Council to meet its health and safety responsibility in ensuring that communal areas are kept clean, tidy, safe and not obstructed with personal belongings or other items.
- Promptly reporting any necessary repairs in the property or communal areas.
- Making sure that any animals kept at the property are always under control and are not causing a nuisance.
- Not engaging in anti-social behaviour, nuisance or annoyance to neighbours.
- Not hoarding items, animals, or anything at the property that could cause a nuisance or health and safety risk.
- Not to fly tip or litter.

Tenants must also ensure they do not engage in ASB or hate incidents, which are addressed under the Council's Housing ASB and Hate Incident Policy. Environmental issues such as untidy gardens, hoarding, fly-tipping or misuse of communal areas fall under this Neighbourhood Management Policy. Neighbourhood Management reports will be assessed separately from ASB reports to ensure accurate categorisation. Where an issue contains both environmental and behavioural elements, officers will apply both this policy and the ASB and Hate Incident Policy as appropriate:

The Council's approach to tackling Neighbourhood Management issues includes, but is not limited to the following areas:

Abandoned vehicles

All vehicles parked on land owned by the Council must be taxed, insured and in a roadworthy condition. The Council will consider any vehicle which does not meet these requirements to be causing a nuisance and may result in enforcement action being instigated.

Graffiti removal

Graffiti impacts negatively on the aesthetic appeal and appearance of our neighbourhoods and will be removed, as well as being reported to the police as criminal damage.

Garage sites and parking areas

The Council will maintain all garage sites and parking areas, owned by the Council, as required. The purpose of garage sites and parking areas are for the storage of motor vehicles and should not be used for repairing vehicles or the parking of trailers, caravans or boats unless prior permission has been granted. Where parking areas are provided, the Council will work with residents to ensure they are used considerately. Failure to adhere to these obligations may be viewed as a breach of agreement and legal remedies may be explored.

Communal areas

Residents who pass through an internal communal area to access their home or have use of an external communal area will be responsible for ensuring that they, their visitors and household members use these areas in an appropriate manner. They must not interfere with or cause damage to any door entry system, security or safety equipment.

The Council will operate a zero-tolerance approach to items left in communal areas including personal objects such as pot plants, storage containers and ornaments due to the increased fire risk or restricting a means of escape. If any high-risk items (e.g. mobility scooter, motorcycle or machinery) are found, the resident who owns the items will be contacted and asked to remove it immediately. Failure to keep these areas clear is a breach of tenancy and lease agreements and would be treated as a risk to other residents.

A programme of neighbourhood and communal inspections are undertaken by Council staff to ensure that communal areas are safe, clean and well maintained. The Tenant Panel ASB, Neighbourhoods and Rents subgroup appoints representatives to act as service assessors and block champions for communal areas, strengthening tenant involvement in monitoring and service improvement. In consultation with the Tenant Panel and residents the Council will use estate and block inspection data to shape planned maintenance and improvement works in our neighbourhoods.

Communal cleaning

Some Council owned blocks of flats have contracted communal cleaning that is paid for by tenants and leaseholders via a service charge. In the remainder of the blocks tenants and leaseholders are expected to keep communal areas clean and free of personal items. The

Council will inspect these blocks regularly to ensure contract compliance and value for money for residents. The tenant service assessors and block champions will accompany officers on scheduled neighbourhood walkabouts to monitor performance and improvement in this area.

Environmental Anti-Social Behaviour (ASB)

“Environmental ASB” refers to environmental nuisance affecting the condition or appearance of neighbourhoods. Behavioural ASB, including harassment, threats, intimidation or hate incidents, are addressed under the separate ASB and Hate Incident Policy.

Environmental issues such as neglect of property condition and neighbourhood-related noise are recorded under the Neighbourhood Management categories NEGL and NMNOIS. These categories help distinguish environmental concerns from behavioural ASB, ensuring consistent classification and compliance with the Council’s ASB and Hate Incident Policy.

Environmental ASB affects the Council’s ability to maintain and improve neighbourhoods. We aim to respond promptly when incidents occur of:

- Vandalism,
- Fly tipping,
- Fly posting,
- Littering.

The Council will investigate all instances of Environmental ASB and encourage those residents who witness incidents to report them. Where an offender can be identified, the Council will work with partner agencies to take appropriate enforcement action in conjunction with our Housing ASB and Hate Incident Policy. The Council will undertake any appropriate-action to rectify the result of environmental ASB, which is not the responsibility of a resident. Residents are responsible for the cost of making good damage caused by deliberate acts of vandalism by themselves, a member of their household or a visitor to their home.

Gardens

Untidy and overgrown gardens can negatively impact the appeal of neighbourhoods and can also be an indicator of poor property condition. In instances where gardens are found to be in poor condition, the Council will provide advice and signposting to the resident. Persistent failure by a tenant to rectify the condition of the garden may lead to action being taken in conjunction with tenancy conditions.

Grounds maintenance

The Council will maintain external communal grounds. This will include:

- Cutting the grass (between April and October),
- Trimming and shaping shrubs and hedges (generally twice per year, but species dependent),
- Herbicide application to hard standing's and beds,
- Clearing litter.

The Council will not maintain grass, shrubs or hedges in adopted, private or individual gardens. This will be the responsibility of the tenant, leaseholder or owner occupier as detailed in their tenancy/ leasehold agreement.

Tree Management

The Council will ensure that all trees and woodlands in Council owned neighbourhoods are maintained through a proactive and risk-based approach. All tree stock will be surveyed using an asset management system, in line with The National Tree Safety Group's Guidance, and a geodatabase of these assets will be developed and maintained. All arboricultural works will be carried out in accordance with good arboricultural practice, and in a safe and sustainable way, whilst also developing and increasing biodiversity and seasonal character in trees for the benefit of wildlife, residents and visitors. The Council will not maintain trees in private or individual gardens, this is the responsibility of the tenant, leaseholder or owner occupier as detailed in their tenancy/leasehold agreement.

The Council will not maintain or fell trees to:

- Deter birds roosting,
- Prevent wind-blown pollen, blossoms, petals, seeds or leaves,
- Abate falling fruit, berries, nuts or sap,
- Improve access to natural daylight or for aesthetic views,
 - Remove arboreal insects,
 - Improve television reception to non-communal systems.

The Council usually supports the planting of trees on its land; however, prior consent must be granted to ensure they are suitable for the location. It is unlikely to grant permission for fast or large growing species, i.e. Eucalyptus & Leylandii, in domestic gardens.

Playgrounds

The Council will ensure that playgrounds in Council owned neighbourhoods are managed and

maintained as safe places for residents and their children. Play areas will be regularly inspected, based upon the recommended guidance for each site.

Waste Management

The Council will encourage residents to comply with the local arrangements for the collection of waste and to store it appropriately and securely, until collection day, in designated areas. The Council will work in partnership with its waste management team to support and encourage residents to recycle their household waste and where possible provide locations for recycling facilities. Residents are responsible for arranging the disposal of larger items such as household furniture.

Partnerships

The Council manage homes in neighbourhoods where there is a mix of both social housing and privately owned housing and the Council will work collaboratively with other organisations, agencies and stakeholders to ensure that services delivered outside of the Council's responsibility, positively contribute to maintaining neighbourhoods. This includes, but is not limited to:

- The maintenance and improvement of footpaths and roads,
- The maintenance of lighting,
- The maintenance of open spaces,
- Refuse collection and recycling arrangements.

Safeguarding

Concerns for children, young people and vulnerable adults will be handled in line with Tendring District Council's Safeguarding Policy which sets out how officers should respond to a report of abuse or neglect to a child, young person, or adult with unmet care and support needs. It is not uncommon for safeguarding concerns to arise at the initial report stage or during an investigation. The requirements of the Council's Safeguarding Policy take primacy over this policy.

Safeguarding concerns may arise in both Neighbourhood Management and ASB cases. Where behavioural risk is identified, officers must refer to the ASB and Hate Incident Policy to ensure appropriate action is taken.

7. How the Council will Monitor the Success of the Service

The Council will conduct surveys of users of the Neighbourhood Management service to rate their satisfaction with the service, and act on any feedback in order to improve the service where appropriate.

Monitoring will include analysis of the NEGL and NMNOIS categories to ensure accurate reporting of environmental issues and clear separation from behavioural ASB data. Performance monitoring will include measures linked to the Tenant Satisfaction Measures (TSMs), including TP10, TP11 and NM01. Neighbourhood Management data will be clearly separated from ASB data to ensure accurate regulatory reporting.

8. Complaints Procedure

The Council's Corporate and Housing Complaints Policy is available to any tenant or prospective tenant who is dissatisfied with any aspect of the housing services we provide. Further information can be obtained from the Council's Corporate and Housing Complaints Policy [Making a complaint](#).

9. Data Protection and Confidentiality

All reports that include identifiable personal information will be processed in accordance with the requirements of the Data Protection Act 2018 and the UK General Data Protection Regulations. The Council will only disclose or share personal information where required to do so by law or where a lawful exemption applies; for example, for the purposes of a prosecution, a safeguarding concern, where it is in the public interest, or with the person's consent. Personal information is processed by Tendring District Council for a number of purposes. These can be found in the Privacy Notices which are available on the Council's website at www.tendringdc.gov.uk/privacy or on request at public reception areas.

10. Equalities Statement

The Council is committed to treating all customers fairly, respectfully and professionally. It will ensure that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief (including political opinions), sex or sexual orientation.

In applying this Housing Neighbourhood Management Policy, the Council will comply with its duties under the Equality Act 2010, including the Public Sector Equality Duty (Section 149). This requires public authorities to work consciously to eliminate discrimination, harassment and victimisation, advance equality of opportunity, and foster good relations between people with different protected characteristics.

The Council will also ensure that its approach aligns with the Regulator of Social Housing's Consumer Standards (2024), including the requirement to provide fair, accessible and non-discriminatory services under the Neighbourhood and Community Standard and the

Transparency, Influence and Accountability Standard.

To ensure customers have clear information and equal access to the Council's Neighbourhood Management service, information will be made available in a range of appropriate languages and formats when requested.

11. Legal and Regulatory Context

The Social Housing (Regulation) Act 2023 Housing requires all registered providers to publish a policy, setting out how, in consultation with their tenants, they will maintain and improve the neighbourhoods associated with their homes.

One aim of the legislation is to ensure that providers of social housing keep their properties and estates safe and clean. These new standards aim to give tenants a stronger voice and ensure they feel safe and secure in their homes, can get problems fixed before they spiral out of control, and see exactly how well their landlord is performing. Of the seven chapters within the Act, several are particularly relevant to the aims of this policy:

- To be safe in your home (Chapter 1),
- To know how your landlord is performing (Chapter 2),
- To have your complaints dealt with promptly and fairly (Chapter 3),
- To have a good quality home and neighbourhood to live in (Chapter 6).

The Regulator of Social Housing introduced 22 mandatory Tenant Satisfaction Measures (TSM's) creating a system for assessing social housing landlords in England. These measures include building safety, as well as tenant perception surveys of landlord performance including responsibility for Neighbourhood Management.

The TSM measures linked to Neighbourhood Management include:

- TP10: Satisfaction that the landlord keeps communal areas clean and well maintained,
- TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods,
- TP12: Satisfaction with the landlord's approach to handling anti-social behaviour,
- NM01: Anti-social behaviour cases relative to the size of the landlord.

This policy supports compliance with the Regulator of Social Housing's Consumer Standards (2024), including the Neighbourhood and Community Standard, Safety and Quality Standard, and Transparency, Influence and Accountability Standard.

References

- Landlord and Tenant Act 1985
- Housing Act 1985, 1988, 1996, 1998 and 2004
- Equality Act 2010
- Data Protection Act 2018
- Housing and Regeneration Act 2008
- The Environment Protection Act 1990
- Local Government (Miscellaneous Provisions Act) 1982
- Legislation as detailed in TDC's Housing ASB and Hate Incident Policy
- Regulator of Social Housing Consumer Standards 2024

Related Documents

- Tendring District Council Introductory and Secure Tenancy Agreement
Tendring District Council Non-Secure Tenancy Agreement
- Tendring District Council Corporate and Housing Complaints Policy (2024)
- Tendring District Council Housing Anti-Social Behaviour and Hate Incident Policy (2026)

Review of this Policy

This policy will be reviewed every two years in consultation with tenant representatives, staff, other stakeholders, and the Portfolio responsible for Housing, unless there are any reasons, such as legislative or regulatory changes, requiring that it be reviewed earlier.