



Good Neighbourhood Management Policy

Introduction

Irwell Valley Homes is committed to enabling people to live well in their home and community. Providing an effective and robust approach to well-managed neighbourhoods is integral to ensuring a better quality of life for residents and the community, and as such can act as a deterrent to neighbour nuisance, crime and anti-social behaviour (ASB).

This policy sets out our approach of how we will deliver this service and how we will support and work with customers, stakeholders and partner agencies. It provides a framework for dealing with behaviours sensitively and proportionately that are not ASB, and therefore unlikely to be a tenancy breach. As such, this will require a different approach from us as a landlord.

Whilst some behaviours are not ASB, they can still cause upset and frustration to customers, leading to creating tensions between neighbours and the community. Whilst we may be limited in our responses, this policy is designed to set out how we may be able to support to lead to better outcomes.

((Our Good Neighbourhood Management Toolkit will assist in supporting the delivery of this policy))

Aims and Objectives

2.0 The overall aim of this policy is to:

- Encourage customer engagement in all aspects of neighbourhood management.
- Ensure that all customers are aware of their respective responsibilities.
- Working in partnership with other agencies such as the Police, Environmental Health Social Services and Local Authorities to provide safe, clean and sustainable neighbourhoods.
- Provide excellent housing management services so our neighbourhoods are well managed and maintained where all residents feel safe and proud to live there.
- Reviewing and adopting good practice.
- Meeting all statutory and regulatory requirements.

2.1 This policy is based on the recommendations made in the Housing Ombudsman Spotlight on Noise Report "Time to be Heard".

Policy

3.0 Scope

3.1 We aim to create safe, sustainable neighbourhoods whereby people from all different backgrounds and groups can live within a culture of respect and co-operation.

- 3.2 We recognise that every individual has different tolerances, expectations and perceptions when deciding what behaviour is appropriate or not. This means that some people will see certain behaviour as “antisocial” even if the behaviour is reasonable.
- 3.3 By responding positively to issues that customers raise; we will continue to maintain and develop neighbourhoods that foster positive and strong relationships. This will enable quiet enjoyment of homes and promote neighbourhoods that everyone can be proud of.
- 3.4 We will work in partnership with relevant external agencies and partners, such as police, local authority, environmental health, and where necessary other housing providers to help promote the environmental, economic, social and wellbeing of neighbourhoods.
- 3.5 Some behaviours may impact a customer/resident, but there is no intention by the other party to cause harm and/or the behaviour causing the harm is not unreasonable. Examples of these types of behaviour which we do not consider to be ASB include (but are not limited to):
- General household/living noise at reasonable times including DIY, banging doors, shouting, washing machines, TV or radio/music.
 - Disagreements between neighbours.
 - Isolated incidents of loud music.
 - Isolated incidents of loud shouting and arguing.
 - Differences in lifestyle i.e. different sleeping routines or living patterns.
 - Staring or looking at someone, people being rude, or speaking about others in the street.
 - Cooking odours.
 - One off party
 - Babies crying
 - Children and young people playing
 - Parking
 - Property/Garden condition
 - Animal noise/behaviour (unless persistent)
 - Cats in gardens
 - Dog Fouling
 - Smoking in a person’s own home
 - Misuse of communal areas
 - Litter/fly tipping/rubbish
- 3.6 As the central purpose of this policy is to build relationships between customers, it is unlikely that we will be able to assist the person making a report to us who wishes to remain anonymous. There may be times when we cannot always guarantee confidentiality, even if this is requested. Such situations could include where a safeguarding concern is identified, or a criminal offence has taken place.
- 3.7 We will make all new customers signing for tenancies with us aware of the rights and responsibilities of tenants as detailed in the Tenancy Agreement. We will encourage customers to foster positive relationships and adopt good neighbourhood principles.
- 4.0 Reporting
- 4.1 We encourage everyone living, visiting, and working in our neighbourhoods to report Good Neighbourhood Management issues and provide a range of ways to do so:

- In person
 - Over the telephone (24 hours a day)
 - In writing
 - Email
 - Via the Irwell Valley Website and live chat function
 - Via the customer online portal
 - Direct messages on social media
- 4.2 We treat all Good Neighbourhood Management issues seriously and will take the most reasonable and appropriate action necessary to address the concerns that have been reported or identified.
- 4.3 We take a harm centred approach when triaging reports, considering the behaviour and the impact. Different people have different expectations, tolerance, and perception. Such an approach will also ensure customers have access to appropriate support and services whilst we are exploring the behaviour and/or concerns raised to us.
- 5.0 Approach
- 5.1 Once a Good Neighbourhood Management Issue has been reported to us, this will be recorded on our Housing Management System and one of our Neighbourhood Officers (NO) will assess the type of issue raised and triage accordingly into one of the following categories and utilise the relevant policy to address it:
- Good Neighbourhood Management (neighbour disputes, general household noise from neighbouring properties etc), or
 - Anti-Social Behaviour (ASB) (violence, aggressive/threatening behaviour, persistent, unreasonably high levels or noise etc)
- 5.2 We will complete a Risk Assessment Matrix when triaging the report made to us which will identify the impact and harm the report is having. This will allow us to categorise the report effectively and ensure that low harm issues causing neighbourhood issues are dealt with at the appropriate level and not therefore inappropriately handled as ASB.
- 5.3 At the outset, we will complete an Action Plan and agree the next steps applicable to the report being made. We will also challenge any unreasonable expectations and be clear in the approach we are able to take. We will also ensure we are clear in our approach and will not create unrealistic expectations.
- 5.4 If it becomes clear whilst working through the Good Neighbourhood Management action plan, and investigating the concerns raised to us, that a case should be investigated under our ASB policy, we will inform all parties and agree a new action plan.
- 5.5 As the purpose of this policy is foster positive relationships between people who live near each other, we need the co-operation and support from the those involved to improve situations. We may therefore be unable to assist further where customers refuse to a reasonable request. Where this is the case, we will ensure it is clearly communicated.

- 5.6 If there is no perceived risk and it is appropriate; we may suggest and ask customers to take action to resolve the matter. If we do, we will provide guidance and support about how to approach the person about the issue.
- 5.7 We will consider all the options available when investigating Good Neighbourhood Management issues reported to us. This will include both informal and formal tools, some of which may be in conjunction with other agencies. Examples include:
- Engage, listen and work with customers to address issues in their neighbourhood.
 - Early interventions/referrals for support.
 - Mediation.
 - Writing to other parties about the report (with consent) with tips and further guidance.
 - Use of the Noise App.
 - Acceptable Behaviour Contracts (ABCs).
 - Noise Transference Test.
 - Noise abatement notices.
 - Preventative actions such as community events/neighbourhood plans
- 5.8 At each stage we will consider the support and/or vulnerabilities of all parties involved. We also recognise that personal circumstances may affect an individual's tolerance, perception, or ability to cope with certain situations. Where this is recognised that this could be a contributory factor, we will work to ensure suitable referrals and support is made.
- 5.2 Where a customer continues to cause Good Neighbourhood Management issues despite our support and early interventions, then the issue will be considered a deliberate act and will be reclassified as ASB and dealt with under the ASB Policy.
- 6.0 Value for Money
- 6.1 Each case is assessed to determine the most appropriate course of action to secure the desired result. This helps us to ensure we deliver value for money in the running of this service for customers.

Performance Reporting

We will use the following to measure and monitor our performance:

- Tenant satisfaction measures (reported annually).
- Monitoring percentage of concerns successfully resolved.
- Internal KPI data

We will monitor the effectiveness and implementation of this policy to ensure that we continue to support and protect our customers and manage Good Neighbourhood Management concerns efficiently and effectively.

We will review and update this policy to reflect any changes in legislation, best practice or improvements identified by service reviews, scrutiny, or feedback from customers.

Staff will be given appropriate training that covers the scope of this policy in order to recognise the impact and how to respond to Good Neighbourhood Management concerns. Staff will be able to recognise the difference between Good Neighbourhood Management and ASB issues and how to respond to reports accordingly.

Roles and Responsibilities

The Executive Director (Customers) has overall responsibility for this policy.

The Head of Customer and Communities is responsible for the implementation of this policy.

The Neighbourhood Managers, Community Safety Officers and Neighbourhood Officers are responsible for the operational delivery of the policy.

Associated Documents and Good Practice

We must operate within the framework created by legislation. This policy has been written having regard to relevant legislation and good practice. This includes the following (non-exhaustive):

Anti-Social Behaviour, Crime & Policing Act 2014
Equality Act 2010
Housing and Regeneration Act 2008
Anti-Social Behaviour Act 2003
Human Rights Act 1998
Crime and Disorder Act 1998
Crime and Security Act 2001
Criminal Justice Act 2003
Data Protection Act 2018
Housing Act 1988
Housing Act 1996
Localism Act 2011
Social Housing Regulation Act 2023

In addition, our approach to Good Neighbourhood Management ensures that we meet regulatory requirements of the Neighbourhood and Community Standard.

This document is to be read in conjunction with:

Allocations/Empty Home Policy
ASB Procedure
Data Protection & Confidentiality Policy
Dealing with Violence/Aggression Policy
Domestic Abuse Policy
Hate Crime Procedure
Hoarding Procedure
Good Neighbourhood Management Policy & Toolkit
Safeguarding Policy
Tenancy Policy

Version Control

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Policy Author:	Shaban Talib- Housing Services Manager
Policy Owner:	Ceris Esplen – Executive Director (Customers)
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Lead Team	Neighbourhoods Team

The latest version of this policy should be viewed online from The Hub area of the IVH intranet, and any printed version cannot be relied on as the most current version