

GOOD NEIGHBOURHOOD MANAGEMENT POLICY



RGS PROPERTIES

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Applies To: Tenants, Leaseholders, Licensees, Contractors, Staff and Stakeholders



Good Neighbourhood Management Policy

Purpose

This policy explains how RGS Properties approaches neighbourhood issues that may affect residents but do not constitute Anti-Social Behaviour (ASB). It also outlines how we manage our properties, communal areas and estates to ensure they remain safe, clean, secure and well maintained.

The policy aims to:

- Promote positive neighbourhood relationships.
- Maintain attractive and safe living environments.
- Manage neighbourhood concerns fairly and proportionately.
- Clarify responsibilities of residents and RGS Properties.
- Encourage resident engagement in maintaining communities.

Version History

Version	Date	Approved By	Review Date	Description
1.0	June 2026	Board of Directors	June 2029	Initial Policy



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1. Introduction

RGS Properties is committed to creating neighbourhoods that are safe, welcoming, clean and well maintained.

We recognise that not every disagreement or disturbance between neighbours constitutes Anti-Social Behaviour. Some concerns arise from everyday living, differing lifestyles, cultural differences or misunderstandings.

This policy provides a framework for dealing fairly and proportionately with neighbourhood concerns that may not amount to a breach of tenancy but still require a landlord response.

Where behaviour does not amount to ASB, RGS Properties will not seek to assign blame or pursue legal remedies intended for serious tenancy breaches. Instead, we will focus on communication, mediation, advice and practical solutions.

Our aim is to maintain positive communities and support residents in resolving neighbourhood issues constructively.

2. References

Internal Documents

This policy should be read alongside:

- Anti-Social Behaviour Policy
- Complaints and Compensation Policy
- Customer Engagement Policy
- Repairs and Maintenance Policy
- Health and Safety Policy
- Fire Safety Policy
- Tenancy Agreement
- Allocation and Lettings Policy
- Safeguarding Policy
- Data Protection Policy
- CCTV Policy
- Responsive Repairs Procedure
- Estate Management Procedures

Relevant Legislation

- Housing Act 1985
- Housing Act 1996



- Landlord and Tenant Act 1985
- Equality Act 2010
- Human Rights Act 1998
- Environmental Protection Act 1990
- Building Safety Act 2022
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)

Regulatory Standards

- Safety and Quality Standard
- Transparency, Influence and Accountability Standard
- Neighbourhood and Community Standard

3. Our Approach

Good Neighbourhood Management

People have different expectations, lifestyles and tolerance levels. A behaviour that causes annoyance to one resident may be considered reasonable by another.

Examples of matters that would generally not be considered Anti-Social Behaviour include:

- Everyday household noise
- Babies crying
- Children playing
- People talking within their homes
- Closing doors or windows
- Household appliances being used responsibly
- Vacuuming during reasonable hours
- Lawful parking disputes
- Cooking smells
- Cultural differences
- Personality clashes
- Relationship breakdowns
- Minor neighbour disagreements
- Occasional domestic noise
- Isolated incidents of loud music
- Refuse bin positioning
- Everyday living activities



Although these issues may not be ASB, they can still affect quality of life. RGS Properties will seek to assist where reasonable and proportionate.



How We Can Help

We may:

- Provide advice and guidance.
- Encourage neighbour communication.
- Signpost support services.
- Facilitate mediation.
- Liaise with external agencies where appropriate.
- Investigate property-related issues contributing to disputes.

Triaging Reports

All neighbourhood concerns reported to RGS Properties will be assessed individually.

We will determine whether the issue should be managed under:

- The Anti-Social Behaviour Policy; or
- The Good Neighbourhood Management Policy.

This ensures concerns are addressed using the most appropriate process.

Managing Expectations

At an early stage we will explain:

- What action we can take.
- What action we cannot take.
- Alternative remedies available.
- Timescales involved.
- Responsibilities of all parties.

Terminology

Where possible, RGS Properties will avoid terms such as "victim" and "perpetrator" in neighbourhood disputes.

Instead, references may be made to:

- Household A
- Household B
- Resident 1
- Resident 2

This approach promotes impartiality and constructive resolution.



Requesting a Case Review

Residents who believe their report has been assessed incorrectly may request a review.

Where a resident remains dissatisfied following review, they may use the Complaints Procedure.

Customer Co-operation

Successful resolution often depends on residents engaging positively.

Where residents refuse reasonable requests to participate in mediation, discussion or investigation, RGS Properties may be limited in the assistance we can provide.

Any such limitations will be clearly communicated.

Vulnerabilities and Support Needs

RGS Properties recognises that personal circumstances may influence how residents experience neighbourhood issues.

We will:

- Consider vulnerabilities.
- Make reasonable adjustments where appropriate.
- Signpost support services.
- Work with relevant agencies where consent allows.

Noise and Property Conditions

Noise transfer may occur because of:

- Building design.
- Thin walls.
- Flooring materials.
- Inadequate insulation.

Where appropriate, we may investigate whether property defects are contributing to excessive noise transmission.

Property Inspections

We may inspect properties and communal areas to determine whether repairs or maintenance issues are contributing to neighbourhood concerns.

Inspections may identify:



- Defective flooring.
- Structural issues.
- Repairs affecting living conditions.
- Safety concerns.

Flooring Standards

Residents must obtain written permission before installing:

- Laminate flooring.
- Hardwood flooring.
- Alternative hard floor coverings.

Permission may be refused where flooring is likely to increase noise nuisance to neighbouring residents.

4. Estate Management

General Principles

RGS Properties is committed to maintaining properties and communal areas to a high standard.

We will:

- Provide safe and clean communal environments.
- Monitor contractor performance.
- Deliver value for money.
- Consult residents where appropriate.
- Work collaboratively with local authorities and agencies.
- Enforce tenancy conditions fairly and consistently.

Residents are expected to:

- Maintain their homes and gardens.
- Dispose of waste responsibly.
- Respect communal facilities.
- Report maintenance concerns promptly.

Estate Management Services

Communal Cleaning

We will arrange cleaning of communal areas in accordance with service specifications and contractual requirements.



Window Cleaning

Communal windows will be cleaned periodically where this service is provided.

Grounds Maintenance

We will maintain communal:

- Grassed areas
- Shrubs
- Landscaping
- Communal pathways
- Car parks
- External communal spaces

Residents remain responsible for private gardens unless otherwise stated.

Tree Management

RGS Properties will manage trees located within communal areas under our ownership.

We will investigate concerns where trees:

- Present a safety risk.
- Cause property damage.
- Require specialist maintenance.

We will not normally undertake tree works solely because of:

- Falling leaves.
- Bird droppings.
- Loss of sunlight.
- Obstructed views.

Refuse Management

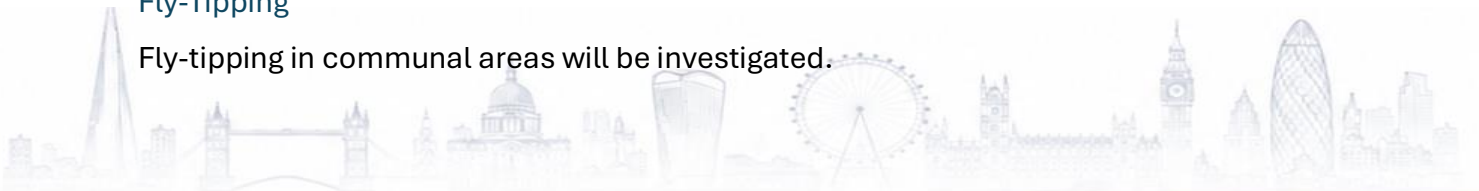
Residents are responsible for:

- Proper disposal of household waste.
- Following recycling requirements.
- Arranging removal of bulky items.

We will work with local authorities to ensure adequate waste disposal facilities are available.

Fly-Tipping

Fly-tipping in communal areas will be investigated.



Where appropriate:

- Hazardous items will be removed urgently.
- Non-hazardous fly-tipping will be removed within reasonable timescales.
- Rechargeable costs may be recovered from responsible parties where identified.

Pest Control

Residents are responsible for keeping their homes clean and free from conditions likely to attract pests.

RGS Properties will investigate infestations affecting communal areas under our responsibility.

CCTV

Where CCTV systems are installed:

- They will operate in accordance with data protection legislation.
- Recorded footage may be used for investigations.
- Residents will be informed where CCTV operates.

Communal Repairs

Repairs identified through inspections or resident reports will be completed in accordance with our Repairs Policy.

Car Parking

Residents must use parking facilities responsibly.

RGS Properties may:

- Address abandoned vehicles.
- Enforce parking conditions.
- Manage communal parking areas.

Written permission may be required for:

- Commercial vehicles.
- Caravans.
- Trailers.
- Boats.



Fire Safety

All communal areas must remain free from obstructions.

Residents must comply with:

- Fire Safety Policy
- Building Safety Requirements
- Health and Safety Regulations

Estate Inspections

Regular inspections will be undertaken to assess:

- Cleanliness
- Grounds maintenance
- Waste management
- Health and safety
- Repairs
- Environmental standards

Inspection frequency will be determined by:

- Property type
- Risk profile
- Previous inspection outcomes
- Resident feedback

Estate Walkabouts and Resident Engagement

RGS Properties encourages resident participation in neighbourhood improvement initiatives.

Estate walkabouts may be organised to:

- Identify issues.
- Gather resident feedback.
- Review service delivery.
- Agree improvement actions.

Residents will be informed of planned walkabouts where applicable.



Customer Satisfaction

Resident feedback is essential to improving services.

We will:

- Collect satisfaction data.
- Review complaints and compliments.
- Analyse trends.
- Develop action plans where necessary.

Feedback may be gathered through:

- Surveys
- Meetings
- Walkabouts
- Complaints
- Resident consultations

5. Exceptions

There may be circumstances where strict application of this policy is inappropriate.

RGS Properties will consider:

- Vulnerabilities
- Disabilities
- Safeguarding concerns
- Exceptional personal circumstances
- Equality considerations

Any exceptions will be assessed individually and applied fairly, proportionately and consistently.

6. Monitoring and Review

This policy will be monitored by the Housing Management Team.

Performance indicators may include:

- Resident satisfaction levels
- Estate inspection outcomes
- Neighbourhood complaints
- Service standards compliance
- Contractor performance



The policy will be reviewed every three years or sooner if required by:

- Legislative changes
- Regulatory requirements
- Organisational changes
- Learning from complaints or investigations

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