



## **POLICY: GOOD NEIGHBOURHOOD MANAGEMENT**

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Copies of this Policy may be made available in alternative formats on request.

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## **POLICY: GOOD NEIGHBOURHOOD MANAGEMENT**

All reference to 'we', 'our' or 'us' in this Policy should be read as meaning Sandbourne Housing Association.

### **1. Policy objectives**

- 1.1 We are committed to supporting our residents so that they feel safe and happy in their homes by aiming to ensure that the communities where they live are safe and welcoming. Our aim is to foster good relations between our residents and to raise awareness, understanding and compromise between them.
- 1.2 The aim of this policy is to educate our residents on what incidences are deliberate ant-social behaviour or not and provide them with the tools to manage these incidences and empower them to resolve them. Our aim is to encourage our residents to build good relationships with their neighbours and within the wider community, reducing any tensions that may occur.
- 1.3 This policy sets out the approach we will take should our residents experience upset or frustration resulting from a person's behaviour or actions that are **not** deemed to be anti-social behaviour or another breach of tenancy. This Policy operates in tandem with our Anti-Social Behaviour Policy.

### **2. Definitions**

- 2.1 The deciding factor as to whether a person's behaviour falls under the Good Neighbour Management or Anti-Social Behaviour Policy is whether the behaviour is deliberate or intended to cause annoyance, alarm or distress:
  - Where there is **no deliberate intention**, the incident will be handled firstly through the Good Neighbourhood Management Policy.
  - Where there is **no deliberate intention**, but the behaviour lasts longer than 30 minutes at a time or for more than 5 days in a row, this will be handled through the Anti-Social Behaviour Policy.
  - Where there is deliberate intention, the incident will be handled through the Anti-Social Behaviour Policy.

- 2.2 We recognise that reported behaviour can change in terms of severity and that something initially assessed as falling under the Good Neighbourhood Management Policy can evolve into anti-social behaviour. We will continually reassess our cases each time a report is received, making sure that all cases are handled correctly under the correct policy.

### **3. Contractual. Legislative and Regulatory Requirements**

#### a) Contractual

- Tenancy agreement
- Lease

#### b) Legislative

- Anti- Social Behaviour, Crime and Policing Act 2014
- Children's Act 2004
- Crime and Disorder Act 1998
- Care Act 2014
- Dangerous Dogs Act 1991
- Domestic Violence, Crime and Victims Act 2004
- Environmental Protection Act 1990
- Housing Act 1998
- Noise Act 1996
- Protection from Harassment Act 1997

#### c) Regulatory

- RSH Governance and Financial Viability Standard
- National Housing Federation Code of Governance (2020)
- In October 2022 the Housing Ombudsman published a report "Time to Be Heard" that particularly focussed on how noise complaints are managed by landlords. The outcome of the report called for a fresh way of thinking where landlords manage non-statutory noise complaints differently to avoid neighbourhood disputes and to manage expectations. A key aspect of the report recommended that landlords develop a Good Neighbourhood Management Policy, which together with a recent determination from the Housing Ombudsman, has led us to develop this Policy.

### **4. Scope and definitions**

- 4.1 This Policy applies to all our tenants, leaseholders and owners.

- 4.2 For incidents that fall under this policy we will not label someone as an "alleged perpetrator" or "victim," nor will we be likely to consider using our legal tools which are available to use in ASB cases, such as Community Protection Warnings, and Notices, Injunctions or Possession Orders.

4.3 The following (non-exhaustive) list of behaviours and actions fall under the Good Neighbourhood Management Policy. Those marked \* are already referred to in the Anti-Social Behaviour Policy as examples of activities that we do not consider to constitute ASB:

- Parking\*
- Smoking
- Boundaries
- Dogs barking
- Cats in gardens
- Fences
- Untidy gardens
- Cooking smells
- Babies crying
- Placement of refuse bins
- Children playing ball games or riding bikes\*
- People looking / staring at each other.
- Littering
- General living noise\*
- One off celebrations\*
- Occasional noise made by a tenant or someone in their household who has protected characteristics for example a mental health condition or physical disability.

## **5. Roles and responsibilities**

5.1 The Admin Team is responsible for logging reports of noise or incidents that have caused a resident to be upset or frustrated because of the actions or behaviour of another resident,

5.2 Our Housing Officers will triage these reports to decide if they fall under the Good Neighbour Policy, Hate Crime Policy, Domestic Abuse Policy or Anti-Social Behaviour Policy. They are responsible for managing cases and providing information and support to our residents.

5.3 The Head of Housing is responsible for monitoring cases to ensure that the correct advice, support and actions are being taken by the Housing Officers to manage their cases.

## **6. Monitoring the Effectiveness of the Policy**

6.1 The Policy will be monitored at regular intervals by the Head of Housing analysing the number of cases logged under the Good Neighbourhood Management Policy including how many have been closed or remain active within a given period, together with any that have been escalated to action through the Anti-social Behaviour Policy.

6.2 Our success in achieving our objectives under this Policy will be measured in the following ways:

- Analysis of cases reported under the Good Neighbourhood Management Policy (including volumes, action taken and outcomes)
- A reduction in the number of cases of anti-social behaviour
- A reduction in complaints
- Feedback from housing officers relating to the amount of time spent managing cases.
- An increase in resident satisfaction.

## **7. Data Protection considerations**

7.1 Section 115 of the Crime and Disorder Act 1998 and the Data Protection Act 2018 allow agencies to disclose information for the detection or prevention of crime and ASB.

Alternatively, we may seek to rely on our regulatory duties to provide safe homes and communities. Where we are unable to rely on legal or regulatory grounds, we will need an individual's express consent to share personal information with a third party such as the Police or local authority.

7.2 In all cases we will only share personal information necessary in the case and in accordance with our GDPR Policy.

## **8. Equality impact assessment/Protected characteristics (as at 24 October 2024 or later amendments/additions.**

8.1 Neutral.

## **9. Consultation arrangements**

9.1 Our staff and residents will be consulted on this Policy and any reasonable suggestions will be taken into account in advance of the Policy being approved by the Board.