

Leicester City Council

Maintaining and improving neighbourhoods policy

The Homes and Communities Agency has set standards for local authority landlords to meet. These are grouped into the following areas:

- The Tenant Involvement and Empowerment Standard
- The Home Standard
- The Tenancy Standard
- The Neighbourhood and Community Standard

Further information about these standards can be found at www.gov.uk/government/publications/regulatory-standard

Neighbourhood and Community Standard

This standard requires us to set out what you can expect from us, as a landlord, when maintaining and improving council estate neighbourhoods. This also includes, how we will involve tenants and leaseholders in our decision making processes, and our approach to partnership working in local areas.

This Policy outlines our approach to maintaining neighbourhoods and making improvements. In producing this document we have consulted with the Tenants' and Leaseholders Forum. This is the group we consult with on key decisions affecting all council tenants.

What we will do to maintain neighbourhoods

- Undertake inspections to help keep our neighbourhoods clean and tidy.
- Report graffiti, fly tipping and abandoned vehicles:
 - Offensive graffiti to be removed within 24 hours, non-offensive graffiti within 5 working days.
 - Abandoned vehicles to be reported for removal within 24 hours
- Inspect communal areas in and around flats and maisonettes and report any maintenance and cleaning issues of concern. To include:
 - Bin stores.
 - Grassed areas and shrubs.
 - Walkways, stairwells and corridors.
 - Waylighting.
- Regularly inspect garage and parking sites for maintenance issues.
- Ensure our tenants comply with their tenancy conditions and look after their homes and gardens.
- Liaise with other council services on issues such as grass cutting and fly tipping to help keep our neighbourhoods tidy.

What we will do to improve neighbourhoods

Each neighbourhood across the city is different with individual priorities for improvement. Therefore, we will take a local approach to improving neighbourhoods.

Local housing staff will work with tenants and leaseholders to identify where improvements are needed and consult with them to establish what the priorities are.

We will focus our spend on priorities identified together with tenants, leaseholders and elected members and ensure value for money is achieved to meet the needs of local people.

How we will involve tenants and leaseholders

- We encourage all tenants and residents to report issues so these can be investigated and action taken, when necessary.
- We will support the work of local Tenants and Residents Association (TARA's) and will ask their views on what needs to be improved in neighbourhoods, what the priorities for improvement are and consult on how we should spend money available to us.
- Invite tenants' representatives to take part in 6-monthly organised patch walks with councillors and housing staff.
- When we are reviewing our services or identifying improvements we will provide information and consult with tenants and leaseholders in a variety of ways. This can include:
 - Meetings
 - Consultation with local TARAs
 - Surveys
 - Discussions at local Ward Community meetings
 - Consultation with the Tenants' and Leaseholders' Forum.
- Provide tenants with information on neighbourhood community groups and forums.

How we will approach neighbourhood partnership working:

- Ensure the local tenant representative and councillors are invited on patch walks with housing staff.
- Work together with our partners, including the Police to make neighbourhoods a safer place to live.
- Support local initiatives to improve neighbourhoods
- Work with neighbourhood community groups to identify local priorities and improvements