

Neighbourhood Management Policy



Aster Group is the overarching brand name of Aster Group Ltd and all of its subsidiaries.

1 Scope

- 1.1 This policy details how we effectively manage Aster Group homes, shared communal areas, grounds, garages, parking areas and the environments around them to ensure that our neighbourhoods are safe and well-maintained places to live.
- 1.2 It sets out our approach to the planning and delivery of neighbourhood management and how we will involve our customers to create stronger and safer communities.
- 1.3 Neighbourhood management relates to the management, monitoring and maintenance of services that include Aster's:
 - Grounds, gardens, and trees in communal areas
 - Playgrounds
 - Communal repairs
 - Cleaning and caretaking
 - Communal bin stores, bike sheds and mobility stores
 - Resolving neighbourhood nuisance
 - Garages and parking areas
- 1.4 Aster Group has a diverse range of neighbourhoods with shared external or internal areas, land, and facilities. The individual characteristics and requirements will influence how we manage different neighbourhoods.
- 1.5 This policy applies to those who live and work in Aster Group neighbourhoods and communities.
- 1.6 This policy is also applicable to any resident who occupies a property on a leasehold basis where we are the landlord, managing agent, and/or the freeholder. This includes:
 - 1.6.1 Leaseholders (including absentee leaseholders) or shared owners, whether they are the first or subsequent leaseholder of a property
 - 1.6.2 Properties purchased through Right to Buy, Right to Acquire, Shared Ownership or a previous Aster property purchased on the open market

2 Policy Statement

- 2.1 We aim to deliver effective and pro-active neighbourhood management. We expect customers to keep their homes, gardens and communal areas clean and tidy, for any repairs needed to be reported to us promptly, and for customers to avoid doing anything that will adversely affect

environments that everyone shares and wants to enjoy. In return we will:

- Carry out regular visits and site inspections of our neighbourhoods, parking areas, garages, and communal areas to identify and subsequently address any areas falling below our acceptable standards
- Maintain clean and well cared for communal areas and neighbourhoods
- Ensure the neighbourhood services we deliver or procure are value for money for customers
- Work in partnership with customers and local authorities to ensure a high-quality environment for residents
- Attend specific partnership meetings to ensure we have an appropriate voice in the management of our neighbourhoods and communities

2.2 Frequency of neighbourhood inspections are decided following a risk assessment and are carried out to ensure neighbourhoods are well maintained and to identify any issues that need to be addressed.

2.3 Customers must not make any alterations, additions, or modifications to communal land or shared spaces; (any such actions may result in enforcement action).

2.4 We will take a zero-tolerance approach to items in communal spaces and entrances/exits to blocks of flats.

2.4.1 For low value items, no notice period is required.

2.4.2 For all other items, customers will be put on notice that the item needs to be removed, with a timescale for removal. If it is not removed by that date, Aster will arrange for the removal and follow the Recharge Procedure or recover costs through service charges. If items present an immediate serious risk, they may be removed immediately without notice.

2.5 We work with customers, local authorities, statutory authorities, third party management companies and other landlords to resolve issues that are identified as not Aster's responsibility.

2.6 We will deal with abandoned vehicles as outlined in our Abandoned Vehicles Procedure.

2.7 We encourage the safe use of mobility scooters and electric wheelchairs. We will support customers who use these to manage any risks.

2.8 We are committed to managing Neighbourhood Nuisance in our neighbourhoods and will respond to each case individually. Where Neighbourhood Nuisance is an ongoing problem, we will work with affected customers and our partners to identify and plan preventative measures to tackle the cause.

2.9 We inspect our neighbourhoods to ensure that they are free from rubbish, weeds, that there is no graffiti, fly tipping or any health, safety or fire risks. Where the standard is not met, this will be recorded, action requested and checked for progress at the next inspection or earlier if the issue requires that.

2.10 When we believe that a customer's actions are the cause of Neighbourhood Nuisance, we will try to identify the perpetrator, and we may take enforcement action against them. This may include re-charging them for the cost we have incurred to rectify the problem.

2.11 Where we are responsible for communal bin stores, we make sure the store is suitable for the number of customers in our properties and is well maintained.

2.11.1 Communal bins, recycling provisions, collection, and disposal of household waste is the responsibility of our customers and local authorities.

- 2.12 We will carry out grass cutting, maintain communal hedges, and ensure our grounds and paths are well-maintained in line with contractors' specifications.
- 2.13 Fully qualified Arboriculture Association approved tree surveyors will carry out detailed surveys on communal trees every three years. We ensure trees are safe and identify any works that may be required. Each year, any trees requiring emergency works will be prioritised and made safe. All trees are managed with a primary focus on risk.
- 2.14 We will inspect and manage garages and parking areas, including the forecourts and areas around them. We will take necessary steps to ensure there is no Neighbourhood Nuisance, and that they are well maintained.
- 2.14 We are committed to inclusivity and accessibility and will endeavour to provide our communication and policies in accessible formats and in other languages when requested or required.

3 Monitoring and Review

- 3.1 We have consulted with our involved customers who have expressed an interest in giving us their views and helping us to develop our customer service policies, through the Customer Voice Team, as well as colleagues who are involved in the management of our homes.
- 3.2 Policy overview sessions will be delivered to relevant teams following implementation of this policy to ensure the content and responsibilities are understood.
- 3.3 Key performance indicators (KPIs) and Operational performance indicators (OPIs) and operational reporting will be utilised to monitor the effectiveness of this policy.
- 3.4 We will monitor customer responses from the Tenant Satisfaction Measures (TSMs), customer feedback and lessons learnt from complaints.
- 3.5 The effectiveness of this policy will be continuously monitored, and the embedding of the policy scrutinised after 12 months by the *Customer Services Operational Leadership Team*
- 3.6 This policy will be reviewed every 3 years unless business need, regulation or legislation prompts an early review.

4 Related Policies and Procedures

This policy, in conjunction with associated documents outlined below, sets out Aster Group's approach to meeting the requirements outlined by the RSH Neighbourhood and Community Standard 2024

- 4.1 Diversity and Inclusion Policy
- 4.2 Probity and Integrity Policy
- 4.3 Complaints Policy
- 4.4 ASB Policy and Procedure

- 4.5 Health and Safety Policy
- 4.6 Customer Voice Policy
- 4.7 Leasehold and Freehold Management Policy
- 4.8 Abandoned Vehicle Procedure
- 4.9 Neighbourhood Inspections Procedure
- 4.10 Neighbourhood Nuisance Procedure
- 4.11 Recharge Procedure
- 4.12 Mobility Scooter Procedure
- 4.13 Garage Procedure
- 4.14 Electrical Safety Procedure
- 4.15 Vulnerability Policy
- 4.16 Domestic Abuse Policy
- 4.17 Income Management Policy
- 4.18 Health & Safety Inspection Procedure for Independent Living

5 Governance			
Effective From:	22/07/2025	Expires:	22/07/2028
Policy Owner:	Darren Brazil- Regional Operations Director		
Policy Author:	Claire Harding- Policy Officer		
Approved by:	<i>Customer Services Operational Leadership Team</i>		
Scheme of Delegation Reference:	R055.6	Version Number:	5.0

Aster Group is our overarching company brand and comprises the following companies and charitable entities. Aster Group Limited, Aster Communities, Aster Treasury plc, Synergy Housing Limited, East Boro Housing Trust Limited, Central and Cecil Housing Trust, Enham Trust, 55 London, Aster Foundation, Aster Living, Aster 3 Limited, Aster Homes Limited, Aster LD Limited, Aster Property Limited, Aster Solar Limited, Silbury Housing Holdings Limited, Silbury Housing Limited, Central & Cecil Innovations Limited, and Central & Cecil Construction Services Limited.