

# **Neighbourhoods and Estate Management Policy**

## **Easy read version**

### **What this policy is about**

We look after the places where you live. We want every neighbourhood to be safe, clean and friendly. We listen to customers and fix problems quickly and fairly.

### **What we want to do**

We want you to feel happy in your home. We keep shared areas tidy, help neighbours get along, and make sure everyone feels heard. We act early so small problems do not become big ones.

### **Everyday issues**

Some neighbour problems are normal and not serious. These are not Anti-Social Behaviour. Examples include everyday noise, cooking smells, children playing, lawn mowing, or minor disagreements. We help neighbours talk and understand each other instead of taking formal action.

### **How we look after neighbourhoods**

Our Housing Officers visit often. They check shared areas, speak to customers support new customers and help fix local issues. We also do regular fire safety and health checks. We work with councils, police and health teams to make areas safer. We run Estate Action Days and invite customers to be Estate Champions.

### **Reporting a problem**

You can contact us by phone, email, our website, letter or in person. When you report a concern, we listen, decide which policy applies, and explain what we will do next and why.

### **How we help solve issues**

We help neighbours by encouraging talking, understanding and mediation. We agree simple next steps with everyone involved. We consider personal needs and offer help where we can. If a problem becomes more serious, we move it to our Anti-Social Behaviour policy for extra support.

### **Sharing information**

We keep personal information safe. Sometimes we must share it with other organisations to protect people—especially if there is a crime or a safeguarding concern. We explain when and why this might happen.

# **Anti-Social Behaviour**

## **Easy read version**

### **What this policy is about**

Anti-social behaviour is serious behaviour that causes nuisance or annoyance to others. We want you to feel safe and able to enjoy where you live, so we take Anti-social behaviour seriously and deal with reports fairly and quickly.

### **What Anti-social behaviour looks like**

Anti-social behaviour includes harassment, threats, domestic abuse, hate crime, vandalism, graffiti, drug or alcohol issues, loud or unreasonable noise, pet problems, fly-tipping and very untidy gardens. We look at the behaviour and the impact it has.

### **What is not Anti-social behaviour**

Normal household noise, cooking smells, reasonable DIY or gardening, children playing, or one-off disagreements are usually not Anti-social behaviour.

### **How to report Anti-social behaviour**

You can report Anti-social behaviour by phone, email, our website, letter or in person. We look at how serious it is, how often it happens, when it happens, and how it affects you. If it is a crime, you should also call the police.

### **How we respond**

We sort cases into high, medium or low risk. High-risk cases (threats, violence or hate crime) get a response within 24 hours. Medium- and low-risk cases get a response within five working days. A named officer manages the case, agrees an action plan with you, and keeps in touch until the case is closed.

### **Support for you**

We check for any vulnerabilities and offer support, including regular contact and signposting to services. We work with safeguarding teams if there are risks to children or adults. We also support victims and alleged perpetrators by connecting them to help. If the case goes to court, we support witnesses through the process.

### **What action we can take**

We may use informal actions like warnings, agreements or mediation. For serious cases, we may use legal tools such as injunctions or tenancy action. We only take legal action when it is fair and necessary.

### **Working with others**

We work closely with councils, the police and fire services, NHS teams, social care, probation and specialist charities to resolve Anti-social behaviour. We share information safely and lawfully when needed to protect people.

