



Neighbourhood and Community Standard Policy

1. Neighbourhood Management

1.1 As a Community Benefit Society, Uppingham Homes CLT (UHCLT) will make every effort to keep neighbourhood and communal areas associated with its homes clean and safe. To this end The Society will consult, and work in partnership with, its tenants, co-owners, other providers and public bodies where it is effective to do so.

1.2 On each of its sites The Society will consult with tenants and co-owners in delivering and monitoring this policy to maintain the neighbourhoods associated with their homes. This applies where The Society has a responsibility (either exclusively or in part) for the condition of that neighbourhood. This includes any communal areas associated with The Society's homes.

2. Local Area Co-operation

2.1 The Society will co-operate with relevant social and economic partners to help promote social, environmental and economic wellbeing in the areas where it owns or part owns properties. These partners include Rutland County Council, the NHS, Uppingham Town Council, the blue light services, Uppingham First and the Uppingham Neighbourhood Forum.

3. Anti-Social Behaviour

3.1 The Society will work in partnership with other agencies to prevent and tackle anti-social behaviour (ASB) in the neighbourhoods where they own or part own homes. This work will be co-ordinated with the help of UppWatch and the Rutland Neighbourhood Watch Association.

3.2 Specifically, The Society in its work to prevent and address ASB, will ensure:-

- a) That tenants are made aware of their responsibilities and rights in relation to ASB
- b) Leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- c) A strong focus exists on preventative measures tailored towards the needs of tenants, co-owners and their families
- d) Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available
- e) All tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with The Society and are appropriately signposted where it does not
- f) Wherever possible and required, the provision of support to victims and witnesses.