



Neighbourhood Management Policy

An attractive and safe environment is essential if we are to retain customers and attract new customers to live on our estates. In order that we deliver an effective neighbourhood management service we have developed a Neighbourhood Management Toolkit. This recognises that neighbourhood management is vital in ensuring that our estates and communal areas are maintained to an excellent standard in order to meet customer's expectations, maintain the value of our assets, and to provide an attractive environment. Looking after our neighbourhoods has always been a priority and is one of our key local offers. The Neighbourhood and Community Local Offer called "Looking after Your Neighbourhood" can be found on our website.

We will work with partners, for example the City Council and other agencies, to address our customer's concerns about estates, use feedback from customers to inform our priorities on estates and will work with our customers to develop clear service standards for effective estate management. Managing our estates and wider neighbourhoods which includes all communal areas will also be complimented through effective tenancy management.

Gentoo will effectively manage communal areas which include open space areas, common areas both internal and external in our low rise and multi storey apartment blocks of properties through regular inspection. This will include a focus on cleaning standards and general fire safety measures to ensure our communal areas are clean, attractive and safe places to live for all residents.

Neighbourhood and Tenancy Management each have their own toolkit. Neighbourhood Management focuses on managing neighbourhoods and the quality of our estates and the environment, in addition to ensuring that customers are aware of their responsibilities and adhere to them.

Tenancy Management focuses on managing the tenancy, in terms of customer rights, for example Succession, Assignment, Mutual Exchange, and Right to Improvements.

Neighbourhood management is one of the most important functions that we carry out. Gentoo remains dedicated to ensuring that it maintains attractive places for customers to live but in turn expects customers to play their part. Effective management of the customers' responsibilities is necessary to prevent damage to properties which also helps us to maintain, protect and manage the Gentoo brand in our neighbourhoods. It is equally important to ensure that we have an efficient and cost-effective operation that offers security and comfort for customers which will help sustain our communities.

Our approach to Neighbourhood Management will be a balance between:

- Support – for Neighbourhood Management purposes, this will start from the moment a customer views a property and will continue throughout their tenancy. The viewing and sign up processes are where the support will start as they will allow staff to begin building relationships with customers and they present an opportunity for staff to relay the responsibilities of the customer in relation to maintaining their tenancy. The support will continue throughout a tenancy
- Early Intervention - this will begin as soon as it is apparent that a customer is struggling to uphold their responsibilities. To ensure that early intervention is possible, Neighbourhood Coordinators will need to be vigilant and work with partners and stakeholders to tackle issues before they escalate into a more serious issue
- Tenancy and Estate Management – this will be provided from the start of the tenancy and continue throughout, while estates will be managed continually
- Enforcement – this will be carefully considered and will only occur once every other avenue has been explored and the customer continues to breach their tenancy agreement

PROTECTED

We are committed to the principles of diversity and inclusion throughout the organisation and aim to:

- Meet the needs and choice of people from all backgrounds
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers
- Ensure that all sections of the community in which we work have equal access to our services