



**Tenancy and Neighbourhood Management**

## Document Control

<b>Title</b>	Tenancy and Neighbourhood Management
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<b>Subject</b>	This policy aims to set out our approach to Neighbourhood and Tenancy Management.
<b>Information Asset Owner</b>	Tracey Powers
<b>Approved by</b>	Executive Director Customer & Estate Services; Head of Estate Services
<b>Approved date</b>	11/04/24
<b>Review date</b>	2 years from date of approval
<b>Review responsibility</b>	Assistant Head of Neighbourhoods & Tenancy Sustainability
<b>Applicable to</b>	Neighbourhoods
<b>DPIA Completion Date</b>	Not Required D Greaves 31 January 2024
<b>EIA Completion Date</b>	13 February 2024
<b>Regulatory Framework</b>	Regulator for Social Housing draft Tenancy Consumer Standard (July 2023) to be implemented April 2024. <ul style="list-style-type: none"> <li>• Transparency, influence, and Accountability Standard</li> <li>• The Neighbourhood and Community Standard</li> <li>• The Tenancy Standard</li> </ul>

## Revision History

Date	Version	Author	Comments
28.9.23	0.1	Tony Griffiths/Tracey Powers	Draft review
07.11.23	0.2	Tony Griffiths	
25.01.23	0.3	Susan Pyne	Draft shared with Data Protection Officer for comment
1/3/24	1.0	Tracey Powers	Date the document is approved

## Consultation and distribution

Type	Details
<b>Consultation</b>	Head of Estate Services Neighbourhood Manager Service Manager Tenants First and Neighbourhood Management Executive Director Customer & Estate Services Tenants Voice Panel Data Protection Officer Safer Neighbourhood Services Tenant First Manager Organisational Development Officer – EIA Customer Engagement Manager
<b>Distribution</b>	All staff

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## 1. Introduction

Our vision is creating great homes and communities with the people of Barnsley.

This policy will detail how Berneslai Homes Neighbourhood Teams will provide a flexible front-line tenancy and Neighbourhood management service offer, tailored to tenants' individual needs on behalf of the landlord, Barnsley Metropolitan Borough Council.

Our policy aligns with our company values, Customer First, Can do attitude and Curious, and our strategic plan 2021 – 2031 – [Strategic Plan.pdf](#)

## 2. Policy Aim

Our aim is to provide an excellent front-line Neighbourhood and tenancy management service, tailored to our tenant's needs.

This policy sets out how our Neighbourhood Teams deliver tenancy and neighbourhood management, complimented by other support services both internal and external, which gives our tenants the best chance to sustain their tenancy and create and maintain environments where they love to live.

Our Neighbourhood Teams provide a consistent approach to delivering Neighbourhood and tenancy management by:

- Providing necessary information, advice, and support for tenants so they can maintain their tenancy within the scope of their tenancy agreement and carry out any referrals to internal or external services, in line with our [data protection policy](#).
- Promoting and enabling tenancy sustainment by ensuring we identify those tenants who may need extra support to manage their tenancy and ensure they know how to access support.
- Providing tenants with support to ensure that they can maintain a tenancy long term and meet their responsibilities as a tenant.
- Providing a proactive approach to environmental management by working with partners to ensure Neighbourhoods are maintained to a quality where tenants and residents feel safe and secure, and where tenants want to live.

### 3. Legislative Duties and Regulatory Framework

Berneslai Homes will comply with all relevant legislation and associated regulations, including:

- The Housing Act 2004
- Localism Act 2011
- The Homelessness Reduction Act 2017
- Welfare Reform Act 2012
- Equalities Act 2010
- Mental Health Act The Mental Health Act 1983 (as amended, most recently by the Mental Health Act 2007)
- Safeguarding of vulnerable children and adults: Working Together to Safeguard Children Act 2018, The Childrens Act 1989, The Care Act 2014
- Anti-Social Behaviour, Crime and Policing Act 2014
- Rehabilitation of Offenders Act 1974
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing Consumer Standards:
  - Transparency, Influence, and Accountability Standard
  - The Neighbourhood and Community Standard
  - The Tenancy Standard

### 4. Neighbourhood – our offer

#### **To ensure Neighbourhoods**

- Carry out advertised Neighbourhood Estate Inspections, including open plan spaces and garage sites managed by Berneslai Homes, a minimum of once per year, per area, to ensure Neighbourhoods are attractive and well maintained and be places where people choose to live.
- Publicise the dates of our Neighbourhood inspections on our website, social media and other Communication channels such as the Berneslai Beacon, along with details of how to report any issues for us to inspect while on the Neighbourhood inspections.
- Publish the outcomes following the Neighbourhood inspections on our website, to show that we are acting on issues raised / discovered because of the Neighbourhood inspection.

- Continue to proactively identify potential improvement schemes and ensuring the maximisation of potential disposal/development sites across the Borough while inspecting our Neighbourhoods and referring to the Council for consideration.
- Work in partnership with the Councils Neighbourhood Services to ensure we keep shrub beds, hedges, verges, and grassed areas tidy, grass cutting will take place between the months of April and October, removal of fly tipping and graffiti, and the maintenance of empty property gardens under the management of Berneslai Homes and in line with our Neighbourhood Services service level agreement.
- Work with BMBC Neighbourhood Services and raise orders within 5 working days to address any areas of concern, including grass cutting, empty property gardens, garage sites, issues of fly tipping which are identified. This shall be in line with our Neighbourhood Services Agreement with the Council.
- We will work within the councils [tree risk management framework](#) to ensure that, where known, we will report any concerns. These are then dealt with by BMBC.
- Arrange for the removal of graffiti within 28 working days, if graffiti is of an offensive nature we will remove within 24 hours of receiving the report.
- Where we identify or are notified of issues which are the responsibility of BMBC, such as, Highways, Street Lighting, Waste and Recycling we will signpost the reporter or make the necessary referrals to the relevant departments within BMBC. For non-urgent issues this will be 5 working days, for urgent issues this will be 1 working day.

**To ensure new tenants sustain their tenancies, we will:**

- Ensure a comprehensive tenancy [sign up, including how to pay rent, how to report a repair / antisocial behaviour, how to contact your Neighbourhood Officer, Cost of living support and how to make a complaint](#).
- We also work closely with our Tenants First Housing Coach Team and Lettings to identify applicants on our housing register who are at risk of tenancy failure, ensuring the right support is in place from the earliest opportunity.
- Visit all new tenants within 28 days of their tenancy starting to provide advice, signpost to services and offer any low-level support where required. We will identify what “low level support” is by completing a vulnerability support checklist and ensure that those referrals are sent to the relevant teams within Berneslai Homes and encourage tenant involvement.
- Signpost tenants or make referrals to appropriate specialist support service within 5 days of identifying a need, sooner for safeguarding concerns.
- Step up more intensive support cases to our [Tenants First Service](#) within 5 working days of this being identified.

**We will play a vital part in the empty property process by working in partnership with other sections of Berneslai Homes to:**

- Ensure empty properties are re-let at the earliest opportunity, minimising rent loss through the process so this can be reinvested into other services.
- Ensure applicants are able to move into their new home at the earliest opportunity.
- Carry out regular inspections and ensure any environmental issues, such as overgrown gardens or fly-tipping issues are reported and dealt with in line with with our Neighbourhood Services Agreement with the Council.
- Reduce any negative impact on the environment by reducing the potential of vandalism and the need for additional security measures.
- Encourage all stakeholders to report any issues they identify.

#### **We will ensure safer Neighborhoods by:**

- Supporting people who live on our Neighbourhoods to minimise the impact of breaches of tenancy regulations on other residents.
- Conduct investigations for low level antisocial behaviour within three working days, supporting the reporter to utilise our 'ASB app' and 'Respect line' to report incidents 24 hours a day, 7 days a week.
- Ensure that complaints of antisocial behaviour are addressed thoroughly in line with our [Anti-Social Behaviour Policy](#).
- Ensuring continued complaints of ASB are 'stepped up', in line with thresholds agreed within our ASB Process (within the ASB policy), to our ASB Team who will then work with our Safer Neighbourhood Services in the Council who have the authority to use legal powers / remedies should the antisocial behaviour continue.
- Ensure victims are supported by signposting or referring to the Councils Victim and Witness Support Service and arranging outbound welfare calls where necessary via our Respect line when they may need them the most.
- Keep in regular contact with reporters and complainants of the ASB to provide regular updates.
- Provide a timely response to reports of Hate & Hidden Crime and incidents of disability discrimination in line with our [ASB Policy](#)

#### **We will support tenants by:**

- Identifying early signs of vulnerability in line with the companies [Vulnerability Strategy](#) , appropriate referral pathways, and actively participate in the identification and delivery of multi-agency support packages with both internal and external partnerships to ensure tenants have the best opportunity to sustain their tenancy.
- Working in line with our [Vulnerability Protocol](#) and our ethos around early identification of signs of vulnerability. The utilisation of appropriate referral pathways to internal and external support providers and delivering our services within a multi-agency support plan to ensure that tenants have the best chance to sustain their tenancy.
- There will be a comprehensive training program for our customer facing officers which includes the 'Something doesn't look right' training so they are able to identify signs of vulnerability and know what action to take.

- Participating in Local Safeguarding Partnerships / Boards and subgroups. This allows us to work with and influence partnerships to ensure tenants are supported to sustain their tenancy and any risk of or actual harm is identified and acted upon in accordance with their procedures.
- (For further details see section 4 “ensuring tenants sustain their tenancies”)

**We will listen to, hear tenants views, and make appropriate service improvements by:**

- Holding local conversation events once a year, where we will aim to gather feedback from tenants and improve our services. We will do this by working closely with our Community Engagement Team and attending events in the community with local partners. The theme of these can be agreed on an individual basis and feedback will be used to influence future service delivery.
- We will hold quarterly Your Community Your Say meetings in each Neighbourhood area to provide any relevant updates on Berneslai Homes services and to allow tenants to discuss any matters arising and provide feedback.
- Participating with Council’s Public Sector Hub and Locality Teams by liaising and having proactive partnerships in place to liaise with the Area Council to maximise tenant engagement.
- Analysing the appropriate sections of tenant satisfaction surveys, including satisfaction with the Neighbourhood as a place to live. We will use feedback to understand how tenants feel about the place they live and formulate action plans to improve this further.
- Working in partnership with our Customer Engagement Team to ensure tenants are given maximum opportunity to engage within the tenant engagement strategy. (in draft currently)
- Ensuring we learn from complaints. We will identify any service improvements and ensure these influence and improve our future service delivery.

**We will ensure the safety of tenants by:**

- Completing monthly inspection, internally and externally of communal areas. This will ensure that communal areas are maintained to a good standard of cleanliness and decoration, and that they are free from any fly-tipping, fire or other hazards
- Liaising with our Building Safety Team and South Yorkshire Fire and Rescue Service to ensure any fire risk issues are identified and swiftly progressed to resolution
- Working with colleagues in Property Services to assist with gaining access to homes in order to carry out regulatory compliance functions including gas and electrical safety checks
- Visiting all tenants who have had their gas heating supply capped off for safety reasons every 3 months. We will explore and encourage the recommissioning of gas appliances and we will make referrals for financial advice and support where necessary and to assist with this aim. Where



tenants choose to have the service disconnected, we will ensure we investigate for damp/mould/condensation within the property and record this on our internal systems. We will also make appropriate referrals to try and remedy any issues as soon as possible. We will consider referring to Social Care following the completion of [vulnerability support checklist](#).

- Carry out proactive inspections in the Neighbourhoods to ensure they are free from any hazards or fire risks and ensure any issues are reported and dealt with.

## 5. Access to Neighbourhood Teams

To contact your local Neighbourhood Team please use the appropriate e mail address below, for more information click this [link](#).

### Central Neighbourhood Team

The Central Neighbourhood Team covers these council wards: Central, Dodworth, Kingstone, Stairfoot, Worsbrough.

- Email [centralneighbourhoodteam@berneslaihomes.co.uk](mailto:centralneighbourhoodteam@berneslaihomes.co.uk)

### North Neighbourhood team

The North Neighbourhood Team covers these council wards: Darton East and West, Old Town, St Helens (Athersley North and South and New Lodge), Penistone East and West.

- Email [northneighbourhoodteam@berneslaihomes.co.uk](mailto:northneighbourhoodteam@berneslaihomes.co.uk)

### North East and Dearne Neighbourhood Team

The North East and Dearne Team covers these council wards: Cudworth, Monk Bretton, North East, Royston, Dearne North and South.

- Email [northeastdearneighbourhood@berneslaihomes.co.uk](mailto:northeastdearneighbourhood@berneslaihomes.co.uk)

### South Neighbourhood Team

The South Team covers these council wards: Darfield, Wombwell, Hoyland Milton, Rockingham.

- Email [southneighbourhoodteam@berneslaihomes.co.uk](mailto:southneighbourhoodteam@berneslaihomes.co.uk)

Or you can use this [eform](#)

Or contact 01226 787878

We will ensure equal and fair access to our services; we will do this by taking into consideration the individual needs of our tenants, their family or other persons living with them.

## 6. Equality Statement

We will ensure that individual needs are considered throughout the process and make reasonable adjustments where necessary. We will treat people fairly and with dignity and respect.

## 7. Complaints, Reviews and Appeals

### Complaints

A tenant can make a complaint where they believe that we have failed to follow the terms of this policy. Complaints will be handled under our [Your Comments Count Policy](#).

### Reviews

There is no right to review under this policy.

### Appeals

A tenant does not have any right to appeal decision made within this policy.

## 8. Related Documents

[Vulnerability Strategy](#)

[Vulnerability Protocol](#)

[ASB Policy](#)

[Tenants First Page](#)

[Tree Risk Management Framework](#)

[Support for Tenants – Cost of living](#)

[Support with Rent](#)

[Information for new Tenants](#)

[How to report a repair](#)

[Antisocial Behaviour](#)

[How to contact your Neighbourhood Team](#)

[Eform to contact Neighbourhood Team](#)

[How to make a Complaint, Compliment or Suggestion](#)

[Your comments count](#)

[Vulnerability Support check list](#)

[DATA Protection policy](#)