

Grosvenor Hart Homes: Neighbourhood Management Policy



GROSVENOR

Grosvenor Hart Homes

Neighbourhood Management Policy

1. Introduction and purpose

- 1.1 This policy sets out how Grosvenor Hart Homes (GHH) approaches neighbourhood management, including management of communal spaces and engagement with strategies and initiatives of the local authority and other local bodies. It covers all our properties and the tenants who live in them.
- 1.2 Grosvenor Hart Homes (GHH) Limited and GHH Properties North-West form GHH. GHH Limited is a Registered Provider (RP) of social housing, and GHH's market rent properties sit within GHH Properties North-West. GHH aims to provide the highest quality homes and neighbourhoods. We want our tenants to feel proud of where they live, and for their neighbourhood and communal spaces to support their quality of life and life outcomes.
- 1.3 GHH aims to deliver best in sector services and recognise this will only be achieved by working closely with tenants and ensuring their feedback shapes all aspects of what we do.
- 1.4 We always welcome feedback on any of our policies, procedures or services at any time. If you have any comments, compliments or complaints about this policy, please let us know. Feedback may be made in one of the following ways:
 - by telephone on 01244 563777 (core office hours: Monday-Friday, 9am-5pm)
 - in person at any of our offices
 - in writing to any of our offices
 - by email to feedback@grosvenorhart.com
 - through the [GHH My Home Portal](#)
- 1.5 The Regulator of Social Housing (RSH) through the Neighbourhood and Community Standard requires that GHH keeps the neighbourhood and communal areas associated with the homes that they own clean and safe. We will work in partnership with our tenants and other providers and public bodies where it is appropriate and effective to do so.

2. Aims and objectives

- 2.1 GHH aims to ensure that our tenants can enjoy their homes, communal areas and neighbourhoods that are clean, safe, and well maintained.
- 2.2 We aim to be responsive to our tenants' needs and preferences in the way neighbourhoods are managed, and to work in partnership with tenants and other parties to shape our approach.
- 2.3 We seek to promote social, environmental and economic wellbeing in the areas where we own properties and aim to cooperate with local key stakeholders to help do so.
- 2.4 We also aim to provide value for money in the way we manage our neighbourhoods.
- 2.5 To ensure these aims are met we will continue to:

- Develop a proactive and effective approach to managing GHH's homes, communal spaces and neighbourhoods and any issues that arise
- Put tenants at the centre of our neighbourhood management activities
- Ensure that colleagues, contractors and tenants are aware of their respective responsibilities
- Have a consistent approach to triaging, recording and monitoring reports of neighbourhood management issues
- Understand the needs of tenants and the areas they live in
- Build relationships with, and understanding of, local partners who influence neighbourhoods
- Regularly monitor performance, seek feedback from tenants, and refine our approach in response
- Publish this policy on our website
- Meet all regulatory requirements

3. Policy detail

3.1 This policy applies to all GHH properties and is compliant with the Neighbourhood and Community Standard requirements as part of the GHH commitment to demonstrating compliance with the RSH's Consumer Standards. It includes:

- Ensuring estates and neighbourhoods are well maintained, safe and enjoyable places for tenants to live.
- Involving tenants and residents in service design, delivery and evaluation
- Working in partnership to effectively manage estates, neighbourhoods and shared spaces.

3.2 In relation to business objectives, this policy is designed to support GHH to achieve the following:

- High-quality customer service standards
- Fulfil the company's legal obligations
- Maintain tenancies and maximise income
- Ensure that demand for our properties is maintained
- Protect the value of company's properties and land
- To set out the limitations of the service that the company will provide.
- To protect and improve the health and safety of tenants, staff and visitors to tenants' home

3.3 This policy directs GHH officers to discharge all legal and contractual requirements. From time to time there may be exceptional circumstances where a discretionary decision may be made by senior managers to find a solution to an issue.

3.4 This policy will include and cover the following work:

- Management of communal areas
- Grounds maintenance
- Tree maintenance
- Household refuse and recycling disposal
- Litter and fly tipping
- Keeping pets
- Dog fouling
- Pest control
- Needles and syringes
- Graffiti
- Abandoned vehicles
- CCTV

- Estate inspections and risk assessment
- Garage management
- Recovering costs for services and repairs relating to the Neighbourhood
- Untidy Gardens
- Environmental improvements

- 3.5 We continuously engage with our tenants through the mechanisms set out in our Customer Voice Framework (Appendix 1) to set clear standards for our neighbourhoods, the detail of which is in our procedures. We have arrangements in place for the upkeep of estate and communal areas that are agreed locally.
- 3.6 GHH will use its housing management system to record and monitor any neighbourhood management issues to support us to deal with them effectively. Where relevant, GHH will provide tenants and/or other stakeholders with documentation to support them to log any neighbourhood issues arising.

4. Neighbourhood inspections

- 4.1 We have a programme of neighbourhood inspections, which will cover internal and external shared spaces. Appendix 2 is GHH's Communal and Neighbourhood Inspection Checklist which GHH team follow during communal inspections. The frequency of these inspections will be determined and reviewed regularly by GHH staff in discussion with tenants, and will take account of:

- Feedback from customers
- Service delivery arrangements e.g., mobilisation of a new contract
- New properties being brought into management
- Known problems with the local environment including e.g., difficult to let properties, untidy gardens, etc.

5. Local area co-operation

- 5.1 Neighbourhood management is most effective when people and organisations with a stake in an area work together to sustain and improve their communities. GHH owns and manages a mix of homes in neighbourhoods where there are often property owners, public bodies and other partners in proximity who shape the public realm and influence neighbourhood outcomes.
- 5.2 GHH adopts a stewardship-based approach to neighbourhood management, recognising that well-maintained, safe and cohesive communities are best achieved through shared responsibility between the landlord and tenants. Through our Community Commitments, we set clear expectations around respectful behaviour, care for shared spaces and positive contribution to neighbourhood life, while recognising that the nature and level of contribution will vary according to individual circumstances. GHH supports tenant involvement by enabling opportunities for participation and encouraging local ownership, while retaining appropriate oversight to ensure neighbourhood standards are maintained.
- 5.3 GHH works in partnership with local authorities, including strategic housing functions, and other relevant organisations where we can to assist in achieving shared objectives. We will continue to work with public bodies, other land and property owners and local partners to understand our impact within neighbourhoods, contribute to strategic housing priorities and promote social, environmental and economic wellbeing. Where issues arise in areas for which we have responsibility or a clear stake, we will work collaboratively with partners to ensure they are addressed promptly and effectively.

5.4 Where appropriate, GHH facilitates **local neighbourhood forums**, bringing together tenants and other relevant stakeholders to raise, discuss and support action to resolve neighbourhood issues. These forums are scheduled flexibly, reflecting the needs, priorities and requests of the local community, and help inform service delivery, partnership working and neighbourhood improvement activity.

6. Matters not covered by this policy

6.1 Primarily this policy relates to shared spaces i.e., communal areas within buildings and public external spaces.

6.2 We recognise that empty properties can quickly have a detrimental impact on a neighbourhood. Consequently, we implement our voids policy immediately when we receive notice from a tenant.

6.3 Due to our size and objectives, GHH aims to know every tenant and every property. We will use feedback from tenants, and regular inspections of our schemes and neighbourhoods to ensure schemes and local neighbourhoods are being looked after and to identify problems that need to be addressed. This can also help us to ensure that our contractors are delivering high quality and value for money services.

6.4 We are mindful that our approach to neighbourhood management can act as a deterrent to antisocial behaviour (ASB), neighbourhood nuisance and crime. Separate policies set out our approach to dealing with anti-social behaviour and unacceptable behaviour and are available on our website. For clarity, GHH classes a neighbourhood management issue as any matter affecting the condition, safety, cleanliness, use or enjoyment of communal areas or the wider neighbourhood for which Grosvenor Hart Homes has responsibility, **and which does not meet the threshold for anti-social behaviour**.

6.5 When deciding whether an issue is a neighbourhood management issue or an ASB issue, GHH will carry out a triage and exercise, considering the frequency of the behaviour, how long it has been going on for and the impact on individuals and the community. In some cases, a neighbourhood management issue may be escalated to an ASB issue and dealt with through GHH's ASB procedures.

7. Roles and responsibilities

7.1 Our responsibilities as a landlord include:

- Providing quality services that keep communal and external areas (for which we are responsible) in a good state of repair, clean, safe, and free from hazards for use by tenants and visitors.
- Ensuring that there are no health and safety risks to tenants and visitors in our neighbourhoods.
- Providing tenants with a range of opportunities to influence and be involved in the delivery of neighbourhood management services and monitoring how they are being delivered.
- Listening and acting on concerns raised by tenants about their neighbourhood and having a clear, simple, and accessible approach to complaints to ensure they are resolved promptly.
- Working in partnership with other interested agencies to deal effectively with ASB and other neighbourhood issues.

7.2 Tenants' responsibilities include:

- Making sure that homes, gardens, and driveways are well maintained and in good condition in line with their tenancy agreement.
- Where tenants want to change how communal areas are presented or used, they will engage with GHH to explore options about how this may be achieved.
- Promptly reporting any repairs for which we are responsible, and any concerns about quality of neighbourhood services such as cleaning and grounds maintenance.
- Helping us meet our health and safety responsibilities in ensuring that communal areas are kept clean, tidy, safe, and free from obstruction and to using them to store personal belongings or other items.
- Making sure that any pets are always under control and are not causing a nuisance in public areas e.g. excessive barking or waste not cleared away
- Being respectful to neighbours and not engaging in ASB, nuisance or annoyance to neighbours; and reporting any concerns to GHH
- Making a reasonable contribution to their community in line with GHH's Community Commitments, in ways that are appropriate to their circumstances and support a positive, respectful neighbourhood environment.

7.3 Where tenants are not able to meet their responsibilities, we will work with them to resolve issues.

7.4 We expect tenants to take responsibility for resolving disputes relating to parking issues or differences in lifestyle or culture. However, we will provide support and guidance around resolution, such as mediation. Should the situation escalate or where it is not safe for tenants to interact, it should be reported to GHH as ASB. Any such cases will be dealt with in line with our ASB policy.

8. Access to services

8.1 In line with GHH's Equality, Diversity and Inclusion Policy we seek to ensure equality of treatment for all our customers, and to meet the diverse needs of all our tenants in a customer-focused and sensitive manner.

8.2 We aim to gain a detailed understanding of the diverse needs and preferences of our tenants so that we can shape our services to meet their needs. Where individual cases require us to exercise positive action to ensure that all tenants are provided with appropriate services, we will do so.

9. Monitoring and compliance

9.1 GHH measures neighbourhood management performance through a combination of **key performance indicators (KPIs), tenant satisfaction measures, operational data and qualitative feedback**, enabling both service improvement and regulatory assurance.

9.2 Neighbourhood management performance is measured through the **Tenant Satisfaction Measures prescribed by the Regulator of Social Housing**, including perception-based measures relating to neighbourhoods and communal areas. These include tenant satisfaction with:

- The landlord keeping communal areas clean and well maintained (TP10)
- The landlord making a positive contribution to neighbourhoods (TP11)
- The landlord's approach to handling anti-social behaviour (TP12)

9.3 TSMs are collected through tenant surveys and management information and are published annually to ensure transparency and accountability.

9.4 GHH also uses internal KPIs to monitor the **delivery and effectiveness of neighbourhood management services**, including:

- Outcomes from estate and neighbourhood inspections- inc conditions, cleanliness and safety of communal and shared areas
- Number of neighbourhood management cases logged
- Number of neighbourhood management cases resolved with within target timescale of 2 months

9.5 These KPIs are monitored through management systems and reported to operational teams, senior leadership and the Board to support oversight and continuous improvement.

9.6 Performance is also measured through **tenant feedback, complaints and compliments**, which provide insight into how neighbourhood services are experienced by residents. Trends and themes are analysed to identify areas requiring intervention or service improvement, and outcomes are reported alongside KPI data.

9.7 Performance indicators that will be reported to board and customers are detailed at Appendix 3. This is not an exhaustive list and does not include local offers that will be developed at neighbourhood level.

10. Review schedule

10.1 This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements. There will always be a period of tenant consultation when GHH reviews and redevelops its policy for neighbourhood management. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

10.2 The Deputy Chief Executive and Chief Operating Officer has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

Current version	Date approved	Date for review	Document owner
1.1	27.06.23	27.06.24	Karl Dean
1.2	04.07.24	04.07.27	Karl Dean
1.3	22.04.26	22.04.29	Karl Dean

Appendix 1 – GHH Customer Voice Framework

Grosvenor Hart Homes

Customer Voice Framework 2026–27

1. Introduction

1.1 The driving principle of the Grosvenor Hart Homes (GHH) Customer Voice Framework is to enable our customer to have genuine agency in shaping, scrutinising and improving GHH services.

1.2 The framework should provide us with the methods to ensure that GHH operates in a transparent and responsive way, putting customers at the heart of our delivery. The framework has been developed in response to feedback received from tenants over the last 12 months on how they would like to be engaged in contributing their views to GHH's services.

1.3 Key to this approach will be working closely with tenants to enable their agency to lead in the scrutiny of our services, and in customer-led projects, through capacity building, and by providing reward or remuneration for specific tasks we ask them to undertake (taking potential impact upon benefits, conflicts of interest and fairness into account).

2. Purpose

2.1 The purpose of the GHH Customer Voice Framework is to:

- Ensure that feedback from GHH customers (both tenants and service users) is listened to, understood, and acted upon, throughout the thread of the GHH business, at all levels of governance and operations, from our Board to the delivery of day-to-day services, and that we are transparent in demonstrating how customer voice has influenced decisions, improvements and outcomes
- Enable the co-design and co-production of projects and services
- Provide a mechanism for capturing and feeding in the customer voice into wider stakeholder engagement, enriching the evaluation of our services
- Allow us to understand how our services fair against other providers.

3. Methods

3.1 GHH capture both qualitative and quantitative information from tenants in the following ways:

- Surveys regarding specific service areas e.g. Move-in surveys, Repairs satisfaction surveys, complaint satisfaction surveys)
- Regular group resident meetings, including Neighbourhood Forums open to all GHH tenants
- A Customer Voice Panel, a formal forum made up of tenant volunteers, with a specific remit to provide structured scrutiny and oversight of GHH services with a particular focus on:
 - Policy development
 - Service design
 - Performance
 - Neighbourhood standards

3.2 The Customer Voice Panel operates in line with agreed Terms of Reference (Appendix 1), which set out its purpose, scope, membership and ways of working. The Panel is currently chaired by a GHH representative, with a clear expectation that customer voices lead discussion and provide challenge. Administrative support is provided by GHH. As part of our development work in 2026/27, we will support Panel members to take a more active role in leading the forum. This will include the formalisation of

customer roles, provision of training and support, and increased customer ownership and development of the Terms of Reference.

3.3 Membership of the Panel is open to all GHH customers. We will actively promote opportunities to join through a range of channels, ensuring that participation is accessible, inclusive, and reflective of our customer base. Our aim is to ensure representation from each GHH community, with at least one Panel member representing each tenancy or customer type, so that a broad range of views and experiences are reflected.

3.4 In addition, GHH feeds feedback captured through the following routes into service improvement:

- Feedback gathered through service requests, ASB reports, complaints and compliments
- Surveys gathering feedback on Tenant Satisfaction Measures (TSMs) in line with our regulatory requirements to the Regulator of Social Housing, and a temperature check on our services (alternate years)
- Feedback, including about our housing and support services and from specific incidents e.g. how we have dealt with complaints, are openly encouraged and logged for review and scrutiny through internal lessons learnt sessions which inform service improvement and changes to the GHH service blueprints where required.
- Regular neighbourhood inspections

4. How the GHH Customer Voice will feed into our business

4.1 The Customer Voice is fed into the GHH Board through (new features are in bold):

- An **annual meeting between customers and the GHH Board**, providing a formal opportunity for customers to give direct feedback to Board members. Feedback from this session will be captured, tracked, and monitored, with progress and outcomes reported back to customers to demonstrate how their voice has influenced decisions and actions.
- Information that is received through the GHH internal audit process and the monthly dashboard
- Regular review of lessons learnt from customer complaints to ensure they are acted upon to inform service improvement
- A Customer Voice report outlining recent activities and relevant case studies to be included in COO update at every board meeting
- **The standard template for Board papers to include a section showing how the Customer Voice has been heard when it is relevant to a proposal being made**
- Operational Policy updates which have been informed by feedback from the Customer Voice Panel, operational experience and customer feedback
- Reports on Regulatory Customer Voice requirements e.g. our bi-annual TSM Tenant Perception Measures Survey and our Annual Complaints Performance and Service Improvement Report, which is a Housing Ombudsman requirement.
- Ad-hoc tenant led feedback, e.g. written, video or audio recordings submitted by tenants.

5. How we feedback to our customers

5.1 Customers are informed of how GHH has responded to their feedback through customer voice channels in the following ways:

- At Customer Voice Panel meetings and reports

- Neighbourhood Forums
- Weekly tenant bulletins via email and post where requested
- GHH's Annual Report
- Responses to complaints
- Verbally and through email when a specific request is received.

6. Timetable of Customer Voice activities and events 2026/27

Month	Topic	Method
April	Complaints poster	Via email and customer events
May	Annual Review – structure and comparisons on how other people have approached it	Customer Voice Panel
June	Neighbourhood Management at EP and TSMs	Neighbourhood Forum
	Neighbourhood Management at Chester and TSMs	Neighbourhood Forum
July		
August	Repairs deep dive	Customer Voice Panel
	Neighbourhood Management at EP	Neighbourhood Forum
September	Neighbourhood Management at Chester	Neighbourhood Forum
October		
November	Income Management process deep dive	Customer Voice Panel
	Neighbourhood Management at EP	Neighbourhood Forum
December	Temp Check	Survey to all tenants
	Neighbourhood Management at Chester	Neighbourhood Forum
	Tenant / board member forum	Tenant / board member forum
January		
February	Customer Service Policy	Customer Voice Panel
March	Neighbourhood Management at EP	Neighbourhood Forum

Neighbourhood Inspections:

Chester – mid month on monthly basis

Ellesmere Port – mid month on quarterly basis

7. Review schedule

7.1 This framework will be reviewed every year or more frequently as a result of feedback obtained, internal/external audits and change in legislation or regulatory requirements. This process ensures the framework's continuing suitability, adequacy, and effectiveness

Version	Date approved	Date for review	Document owner
1.3	30.06.2026	30.06.2027	Sian van Oosten

Appendix 1.

Grosvenor Hart Homes (GHH) Customer Voice Panel – Terms of Reference

The Customer Voice Panel is a group of GHH customers who meet to share their views and help improve our services. Panel members don't just speak for themselves — they are there to represent the views of the wider GHH community, helping make sure different experiences and voices are heard.

We aim to have representation from each community and each tenancy type, so the Panel reflects the full range of people who live in GHH homes.

Purpose

The Panel helps us review and improve things like:

- Policies (the rules we work to)
- Services (such as repairs and support)
- How well we are performing
- Standards in your neighbourhood

We will give you information before meetings so you can take part and share your views with confidence.

Membership

Any GHH customer can join the Panel. You don't need any special experience — just your honest views and a willingness to represent others as well as yourself. We offer different ways to take part (in person or online) so it works for you.

Time commitment

Meetings take place regularly and usually last around 1 hour. There may be some reading to do before meetings, and the total time commitment is around 2 hours per month.

How the Panel works

The Panel is supported by GHH, who organise meetings and provide information.

Over time, we will work with Panel members to develop the group's independence and confidence, so customers play a leading role in discussions, priorities and challenge.

Roles within the Panel

To help the group run well, members may take on roles such as:

- **Chair**— helps guide discussions and keep meetings focused

- **Vice chair** – supports the chair and steps in when needed
- **Panel members** – take part in discussions and share views from the wider community
- **GHH facilitator** – supports the group and makes sure actions are followed up

Chair and Vice Chair roles: Members may self-nominate for these positions. Appointments will be determined by a vote of the wider membership. Successful candidates will serve an initial term of three years in post.

How your feedback is used

Your feedback will:

- Be written up after each meeting
- Be shared with GHH managers and the Board
- Help shape decisions, services and improvements

We will also tell you what has changed as a result of your feedback, so you can see the difference your voice makes.

How to get involved

If you would like to join the Customer Voice Panel, or find out more, please contact the GHH team.

Appendix 2 – GHH’s Communal and Neighbourhood Inspection Checklist

GHH Communal and Neighbourhood Inspection Checklist

Complete during site inspections.

Inspection Details	
Neighbourhood / Scheme	
Address / Area	
Date	
Staff member	

Internal areas	
1.Fire Safety & Means of Escape	
Escape routes are clear of obstructions	
No personal belongings stored in communal areas	
Fire exit doors open freely and close properly	
Fire doors in good condition (no damage, wedged open, or broken closers)	
Fire safety signage present and visible	
Emergency lighting appears operational (visual check)	
No combustible materials stored in communal areas	
Issues identified / actions required:	
2. Health & Safety of Internal Communal Spaces	

Floors, stairs and landings in good repair	
Handrails secure and intact	
No slip, trip or fall hazards	
Lighting adequate throughout communal areas	
Electrical cupboards secure and not obstructed	
No evidence of water leaks, damp or mould	
Issues identified / actions required:	

3. Cleanliness & Housekeeping	
Communal areas clean and tidy	
No build-up of rubbish or bulk items	
Bin rooms clean and accessible (if internal)	
No pest activity evident	
Graffiti or damage identified?	
Issues identified / actions required:	

4. Security & Access Control	
Communal entrance doors secure	
Door entry systems working	

No signs of unauthorised access	
Windows intact and secure	
Lighting supports personal safety	
CCTV (where installed) appears operational (visual check only)	
Issues identified / actions required:	

External areas	
1. Health & Safety of External Communal Spaces	
Pathways, entrances and communal walkways are clear and in good repair	
Lighting is working and adequate	
Handrails, steps and ramps are safe and secure	
No trip hazards, loose paving or broken surfaces	
Fire exits and escape routes are clear	
No needles, syringes or hazardous waste present	
Play areas (if applicable) appear safe and usable	
Issues identified / actions required:	

2. Cleanliness & Housekeeping	
Any litter or fly tipping present	

Bin stores clean, accessible and not overflowing	
Recycling areas being used appropriately	
Graffiti present?	
Dog fouling evident?	
Untidy gardens impacting the neighbourhood?	
Noticeboard up to date and appropriate	
Garages / parking areas free from obstruction?	
Issues identified / actions required:	

3. Security & Access Control	
Communal gates, locks and entry systems working	
CCTV (where installed) appears operational (visual check only)	
No signs of unauthorised access	
Lighting working and adequate for personal safety	
Issues identified / actions required:	

Overall – Internal and external	
1.Community Safety and Engagement	
Evidence of ongoing ASB in the area?	

Noise nuisance indicators observed	
Graffiti linked to ASB or hate incidents	
Drug or alcohol related issues observed	
Residents spoken to during inspection?	
Any reports of ASB or neighbourhood management issues by residents	
Feedback received on services or environment	
Community tensions or cohesion issues noted	
Opportunities for engagement in Community Commitments identified	
Key feedback / intelligence:	

Date when next inspection is due	
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You must set up a regular inspection schedule and save a copy of this document within the files on Homemaster under Properties > Property Attributes > Regular Inspections and Activities

Appendix 3 – Performance monitoring

We will monitor and report on the following:

Management information

Number of neighbourhood inspections carried out
 Number of neighbourhood forums carried out.

Customer satisfaction

% of tenants who say they are satisfied that GHH keeps communal areas clean and well-maintained

% of tenants who say they are satisfied that GHH makes a positive contribution to their neighbourhood