

1. STATEMENT OF INTENT

1.1 The Saffron Group (referred to hereafter as 'Saffron') delivers a range of services to maintain the communal areas we own within the neighbourhoods where we have properties. We are committed to investing in our neighbourhoods to improve their physical appearance and to create strong sustainable neighbourhoods through effective management and customer involvement.

2. PURPOSE

2.1 This Policy is designed to set out Saffron's position and approach to maintaining and improving the neighbourhoods in which we operate and also draws together the approach to neighbourhood management as contained in the following documents:

- Anti-Social Behaviour Policy
- Estate Inspection schedules
- Grounds Maintenance schedules
- Service and Local Standards
- Tenants Handbook
- Fire Risk Management Policy

3. POLICY

3.1 In line with our Local Standards, Saffron will;

- undertake Estate inspections within our neighbourhoods on a quarterly basis
- respond quickly and effectively to reports of rubbish
- remove graffiti that is racist/offensive within 24 hours
- respond quickly and effectively to reports of abandoned properties (usually within 24 hours).

3.1.1 We will demonstrate how we are delivering these standards through reports to Saffron's Customer Group, Customer Voice (CV).

3.2 Saffron will also aim to work effectively with partner agencies and residents to create sustainable neighbourhoods in areas where we operate. Effective management is built on the shared responsibilities of Saffron and other agencies and organisations who either own land or property within these neighbourhoods or deliver a key service to that neighbourhood e.g. the police and local authorities.

3.3 Communal Areas

3.3.1 We will ensure that we maintain and undertake the cleaning of communal areas where this is our responsibility as landlord. Where applicable, the cost of these services will be collected through the service charge and will vary depending on the services being delivered.

Neighbourhood Management Policy

3.3.2 We will ensure that communal areas are regularly inspected (in line with the frequency of Estate Inspections) and that the common stairways, entrance halls, corridors and landings of dwellings are kept clear of rubbish and stored items such as mobility scooters and pushchairs etc.

3.2.3 We will ensure residents are clear about their responsibilities (as set out with the terms of their tenancies where this applies) to clean communal areas where needed and will monitor this through the inspections as referred to in 3.3.2 above

4.0 MONITORING

4.1 As referred to above, we will regularly check our neighbourhoods to ensure they are being maintained and that they are safe and clean. We will encourage residents to give us feedback on their neighbourhood and where improvements can be made.

5.0 PUBLICATION OF THE POLICY

5.1 This policy will be published by Saffron and will be available on request and on our website.

5.2 Copies of the policy and procedures can be made available on request in a range of versions including Braille, large print, audiotape and in translation.

6.0 REVIEW

6.1 We will review this policy every three years.

7.0 Saffron recognises that there may be circumstances where it will need and/or wish to take different or alternative action to that outlined in this policy and it reserves the right to do so.