

Neighbourhood Management Policy

Introduction

West Kent's vision is *"to be the leading community provider of affordable homes in Kent"* In order to achieve this we are committed to working with residents and partner agencies to improve services and ensure that our neighbourhoods are places where people enjoy living.

West Kent delivers a number of services in order to maintain the communal parts we own within our neighbourhoods. We are committed to investing where we have homes and estates to improve their physical appearance and create strong sustainable neighbourhoods through community development and effective management.

Effective management of West Kent neighbourhoods is built on the shared responsibilities of West Kent, residents and partner agencies who either own land or property within the neighbourhoods, or they deliver a key service to that neighbourhood. For example: the police, local authority, refuse collection services.

We will work with agencies and residents to create sustainable neighbourhoods which are clean, safe and green.

Purpose

The purpose of this policy is to set out our commitment to maintaining and improving neighbourhoods.

We will:

- Work effectively with partner agencies and residents to create sustainable neighbourhoods
- Provide service standards for cleaning and maintaining our communal areas, set in agreement with residents to maintain levels of satisfaction
- Demonstrate how we ensure we are delivering these standards
- Ensure we continually invest in improving our neighbourhoods in agreement with residents
- Gain greater understanding of the needs of our neighbourhoods, so that we tailor and deliver our interventions and community development options with West Kent Extra.

Maintaining our neighbourhoods

Communal areas

We will deliver services to ensure communal areas in properties and land owned by us, is maintained and kept clean and tidy. This includes contracts with external suppliers to deliver services on our behalf. We will ensure the economic, social and environmental well being is scrutinised throughout the term of the contract.

These services will be tailored and standards set in agreement with residents living in our neighbourhoods, who benefit from these services and contribute to the cost of them.

Continued

The cost of these services is collected through the service charge and will vary depending on the services being delivered.

We will always ensure value for money in delivering these services.

Checking the neighbourhood

We will regularly check our neighbourhoods to ensure they are being maintained and are clean, safe and tidy. This includes taking a zero tolerance approach to items which cause a fire hazard. We will encourage residents to give us feedback on their neighbourhood and where improvements can be made. Where possible we will make these improvements and we will feedback to residents the community value and impact of these improvements.

Environmental Improvements

We are committed to investing in improvements within our neighbourhoods. Improvements will be prioritised based on need and the impact it will have for residents living there. We will work with partner agencies to make improvements where there is a shared benefit.

Neighbourhood sustainment

We will work with West Kent Extra, our community development arm, and other partner agencies to create thriving and sustainable neighbourhoods for residents. We will focus our intervention work and services in areas of greatest need.

We will continue to invest in new initiatives in order to make a difference.

Monitoring and review

We will review this policy if there are significant changes to service which impact neighbourhood management or at least every five years.