

Policy

Title: Good Neighbourhood Management Policy

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This document relates to:



Policy

1. Introduction

- 1.1 Calico Homes are committed to helping our customers feel secure and happy in their homes by making sure that our neighbourhoods are friendly and safe places where people want to live.
- 1.2 The policy will provide a clear framework for dealing sensitively and proportionally with behaviours, which are not Antisocial Behaviour (ASB), and therefore unlikely to be a tenancy breach and that require a different response from us as a landlord. ASB is a term that relates to a wide range of behaviours. We use the Antisocial Behaviour Crime & Policing Act (the ASB Act) definition of housing related ASB as behaviour 'that is causing or likely to cause nuisance or annoyance.' However, there will be behaviours which would not be reasonable or appropriate to categorise as ASB.
- 1.3 We will not seek to label someone as a perpetrator, nor will we be likely to consider any of our legal tools which are available to use in ASB cases. We do, however, wish to foster good relations between our customers. Whilst we may be limited in our responses, this policy is designed to set out how we may be able to assist.
- 1.4 The question of whether an action is intentional or meant to cause nuisance or annoyance, determines whether it is covered by the Good Neighbourhood Management Policy or the Community Safety Policy.

2. Context

- 2.1 This policy has been developed to outline Calico's approach to dealing with neighbourhood issues which are not ASB but still require a landlord response.

3. Policy Aims and Objectives

The aims of the policy are:

- To communicate clearly and transparently how Calico will manage reports of nuisance.
- To identify tools and actions that can be taken by customers.
- To support the development of good relationships between people. We do not work to identify who the 'perpetrator' is and who the 'victim' is in each situation.

Because of this, we refer to the parties involved in the case as follows:

- Resident 1 – the person who contacts us in the 1st instance
- Resident 2 – the other person concerned

There may be variances to these definitions. For example, we may refer to Household 1 and Household 2, where more than 1 person is involved from an individual property. If

there are more than 2 parties or households involved, we will continue to use the same approach, referring to them as Resident 3 (and so on) or Household 3 (and so on).

The policy supports delivery of the Calico Homes vision and strategic objectives as set out below.

The Calico Homes Vision

"Going one step further with customers and local communities to provide affordable, safe and quality homes and personalised services; supporting customers to live their best lives in challenging times."

The Calico Homes objectives:

- To provide safe and well-maintained homes through investment in existing and new properties.
- To support customers to sustain tenancies.
- To provide good quality and personalised repairs, customer and neighbourhood services.
- To develop trusting relationships and to empower customers and communities to take the lead on the things that matter most.
- To strengthen the business so it is strong, well-governed, environmentally friendly and provides value for money customers.
- To create a place where people want to work now and in the future.

4.0 Customer Scrutiny, Oversight and Monitoring

- 4.1 Calico Homes values transparency and accountability in our tenancy offer and management processes.
- 4.2 We commit to publishing information about our performance so that customers can see how the service is performing and give details on both ASB and non-ASB cases.
- 4.3 We encourage customers to provide feedback on their experience. Whether positive or negative, customer input helps us continuously improve our services.

5. Good neighbourhood management policy statement

- 5.1 We will triage and assess all reports that are made to Calico Homes to establish which policy we will use to deal with them. These factors may include the severity of the behaviour, its frequency, duration, times it is occurring, intention and impact.
- 5.2 Assessing these factors will allow us to decide whether the report meets our definition of ASB. Where it does not, this will be made clear to the reporter at the earliest possible opportunity, explaining why this decision has been made and which policy the matter will be managed under.
- 5.3 Where the incident(s) does not meet the criteria of the Community Safety Policy, it will be handled firstly through the Good Neighbourhood Management Policy.
- 5.4 Where the incident(s) meet the criteria of ASB, hate crime or domestic abuse, it will be handled through the Community Safety Policy.
- 5.5 Although some behaviours are not ASB they can still cause a great deal of upset and frustration to customers and residents, creating tensions between neighbours and wider communities. Whilst our options for interventions may be restricted, this policy outlines our potential areas of assistance and aims to improve outcomes.
- 5.6 Matters dealt with under this policy will likely involve situations that have arisen because of circumstance, rather than a genuine intention to cause

someone else harm. Our Good Neighbourhood Management toolkit will help us deliver this policy.

- 5.7 We recognise that reported behaviour can change in terms of severity and that something initially assessed as being a 'good neighbourhood management' issue can evolve into ASB. We will continue to reassess our decision in a case each time a report is received, making sure we do not miss an opportunity to intervene under the correct policy.
- 5.8 Because the purpose of this policy is to develop and strengthen relationships between people who live near to each other, we need the cooperation and support from the parties involved to improve situations. Where parties refuse a reasonable request, we may not be able to assist any further. Where this is the case, it will be clearly communicated to the party concerned.
- 5.4. The purpose of this policy is not to find fault or blame. We are, therefore, extremely unlikely to consider legal actions as a response to our involvement in matters that we are dealing with under this policy.
- 5.5. At all stages we will consider the support needs of the parties involved in a matter dealt with under this policy. We recognise that sometimes personal circumstances may affect a person's tolerance, perception or ability to cope with certain situations. When we recognise that this could be a contributory factor, we will work to identify suitable referrals and support.
- 5.6. We may not always be able to assist with a situation that is dealt with under this policy as a single agency. There will be times where we may work with our partner agencies to share information and identify the best possible support and guidance we can offer to parties.

6. Behaviour types

This section sets out behaviour that will not be classed as ASB. We will treat reported incidents seriously and deal with them professionally.

- 6.1. The definition ASB is subjective based on how it makes someone feel. We recognise, however, that every individual person has different tolerances, expectations and perceptions when deciding what behaviour is or is not appropriate. This means that some people will see certain behaviour as 'anti-social', however, they are not unreasonable. We do not consider these types of behaviour to be ASB.
- 6.2. Examples of these types of behaviour include but are not limited to:
 - Issues with parking spaces, where there are no designated spaces or contravention of legislation.
 - Positioning of wheelie bins that one person takes exception to
 - Boundary disputes
 - Cooking smells
 - A baby crying.
 - DIY that is occurring during reasonable hours
 - The use of white goods during reasonable hours
- 6.3. In addition, there may be behaviour that is clearly having an impact on Resident A, but there is no intention by Resident B to cause harm and/or the behaviour causing the harm is not unreasonable. An example of this could be where Resident B is using their home in a reasonable manner, but the walls between the properties are thin and the sound is travelling and affecting Resident A.

Triaging

- 6.4 To help us decide whether a report should be dealt with under this policy, we will consider the following factors:
- What is the intention of the behaviour?
 - What is causing the behaviour that Resident A is reporting? Is it an unreasonable activity?
 - How often is it occurring?
 - How long does it last?
 - What times of day is it happening?
 - What impact is it having on Resident A?
- 6.5 Whilst we will always consider the impact on Resident A, and the harm that is being caused, this factor alone does not mean that we will always consider Resident B to be at fault. For example, if noise is transferring between properties due to poor sound installation and thin walls, this could be having a high impact on Resident A. However, if Resident B is undertaking only reasonable activities, it would not be fair for us to consider Resident B at fault, even though the harm being caused is high. In this type of situation, we are likely to focus on how we can make improvements to the sound transfer, how we can support Resident A and how we can work with Resident B to see what options are available to reduce the noise.
- 6.6 There may be times where it would be helpful for us to receive information about Resident A or Resident B's health, in order that we can best assess our response and how we can most effectively help. We may require either Resident to get this information for us or to sign a consent form to allow us to do so on their behalf. Where this consent is not provided, it may limit our ability to assist any further in the matter.
- Possible actions
- 6.7 Our focus in these matters is to help to raise awareness, understanding and compromise between Residents, with the overall aim of improving relationships.
- 6.8 Our first response in most of these cases is likely to ask Resident A whether they can speak to Resident B to raise their concerns. It may be a situation where Resident B is not aware that their activity is causing concern to Resident A. The parties can discuss the matter and reach agreement together, without us getting involved and potentially frustrating a situation that could be dealt with amicably.
- 6.9 We will assess whether this is appropriate to do before providing this advice. We will also give Resident A practical advice on how best to approach Resident B and the types of things they may wish to discuss.
- 6.10 The other types of responses we may consider include:
- Instigating and supporting a conversation between parties.
 - Referring Resident A and Resident B to external mediation.
 - Carrying out a property inspection to identify property improvements that may assist.
 - Asking parties to make reasonable changes to activities as part of being a good Neighbour. This could include, for example, asking people to wear headphones if they are playing music late at night.
- 6.11 This is not an exhaustive list. The focus will always be on practical and pragmatic solutions. Not all these solutions will be appropriate to all cases, and we will not try all of them in all situations.
- 6.12 When we have exhausted the options that are appropriate to each situation, we will inform the people involved in the matter that there is nothing further that we are able to do.

7. Reasonable Adjustments

- 7.1 It is our policy to ensure that discretion is used in cases of identified vulnerabilities such as disability, frailty, domestic abuse, concern for welfare or any other identified need. Calico will use information provided by customers and held in our systems to assist in identifying responsibilities. We will also ask customers and applicants if there are any issues that need to be considered to help us make appropriate decisions when offering a tenancy.

8. Partnership working and information sharing

- 8.1. There may be times where we feel that we cannot resolve the situation on our own and will need to work with partner agencies such the police or social services.
- 8.2 We will always share, store and dispose of information in line with legislation and local information sharing arrangements.
- 8.3 Because the central purpose of this policy is to build relationships between parties, it is very unlikely that we will be able to assist if the person making the report wishes to remain anonymous.
- 8.4 There will be times where we cannot guarantee confidentiality, even where the resident requests it. This could include situations where we identify a safeguarding concern or where a criminal offence has taken place.
- 8.5 Tenants have a statutory right under the ASB, Crime and Policing Act 2014, to request an ASB Case Review (Community Trigger). Matters dealt with under this policy are unlikely to meet the local Community Trigger threshold.

9. Monitoring

- 9.1 Monitoring of the delivery of this policy will include the production of monthly reports to enable operational managers to effectively monitor the performance and progress of the service.
- 9.2 Board members are responsible for overseeing delivery of this policy. To do this they will receive regular updates about performance of the service and delivery of the policy on a quarterly basis with extra reporting by exception if required.
- 9.3 Customer feedback received via transactional surveys and the Tenant Satisfaction Measures will be used to actively improve the service being offered.

10 Persistent and unreasonable complainants

- 10.1 We understand that when someone is experiencing something that they genuinely believe to be unreasonable behaviour it can be difficult to consider matters objectively. We will always explain to the person why we cannot take certain action, but they may not agree with all decisions that we make in these cases.
- 10.2 If a customer is unhappy with the service they have received, we will manage this under the Complaints Policy.
- 10.3 We will always consider why someone is making repeated complaints/reports. If we feel appropriate, we may refer them to a support/well-being service or we may follow our unreasonable complainant's policy and put boundaries in place as to how they can make contact with us.

11. Regulatory and Legal Compliance

- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Housing Act 2004
- Health and Safety at Work act 1974
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Equality Act 2010
- Localism Act 2011

12. Links with other Calico Strategies, Policies and Procedures

- The Humanitarian Offer – Calico Group Customer Strategy
- Community Safety Policy
- Lettings Policy
- Tenancy Fraud Policy
- Tenancy Sustainment Policy
- Starter Tenancy Procedure
- Complaints Policy and Procedures
- Reasonable Adjustments Policy
- Tenancy/License/Lease agreements
- Employee Code of Conduct