

Onward Tenancy and Neighbourhood Management Policy

1. Aim

- 1.1. Onward is committed to enabling people to be their best in a home they love and a place they are proud of. We will manage our neighbourhoods effectively through deploying resources effectively to ensure that we keep the neighbourhood and communal areas associated with our homes clean and safe. We will also work and co-operate with a range of partners to help promote social, environmental and economic wellbeing in the areas where we own properties. We also aim to be a listening landlord, committed to getting right the basic things that matter to our customers in relation to tenancy and neighbourhood management

2. Scope

- 2.1. Onward has properties across the North West split into 3 regions, Greater Manchester, Lancashire and Merseyside. Each region is made up of designated neighbourhoods, 58 in total.
- 2.2. We adopt a neighbourhood working approach across the organisation to ensure that we have a tailored local service offer in each neighbourhood. This enables us to:
 - 2.2.1. Deploy resources effectively to deliver locally tailored services to customers when and where they are needed.
 - 2.2.2. Develop bespoke local offers which set out our role and ambitions for our different neighbourhoods
 - 2.2.3. Enable us to monitor the sustainability, financial performance and measure our positive impact in neighbourhoods
- 2.3. Through the deployment of our internal resources and our contract management, Onward will aim to ensure that services are delivered to a standard that gives excellent customer service, drives value for money and complies with the regulatory Neighbourhood and Community standard :

“Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so”.
- 2.4. We will work closely with a range of local partners to promote social, environmental and economic wellbeing in our neighbourhoods. This will include working as part of Strategic Local Authority housing partnerships and co-operating with local authority strategic housing functions, as well as sub-regional, regional and national partnerships where appropriate. We will also develop close working relationships with a range of relevant partners and organisations in areas where we operate.
- 2.5. We are committed to listening, engaging and consulting with our residents in relation to tenancy and neighbourhood management issues, in particular through our engagement community.

3. Policy Detail

- 3.1. This policy applies to all residents and all tenures across Onward and must be read in conjunction with the terms of the tenancy agreement.
- 3.2. Tenancy and Neighbourhood Management may include:
 - Abandoned Properties, Vehicles and Disposal or Sale of Goods
 - Alterations and Improvements
 - Assignment
 - Change of Name
 - Communal Inspections and Walkabouts
 - Death in Tenancy
 - Emergency Access
 - Decanting
 - Ending a Tenancy
 - Environmental management including fly tipping, vehicles, litter garden maintenance and graffiti
 - Joint Tenancies and House Shares
 - Left in Possession
 - Lettings and Allocations (covered in separate policy)
 - Lodgers and Sub-letting
 - Mutual Exchange (covered in separate policy)
 - Neighbourhood Inspections
 - Pets and Animals
 - Poor property condition
 - Running a Business
 - Starting a Tenancy and Sign Up
 - Succession
 - Temporary Decants
 - Tenancy Fraud (covered in a separate policy)
 - Managing void homes
 - General tenancy visits, audits and checks
 - Compliance work e.g. in relation to fire and gas safety
- 3.3. Onward will have clear procedures which set out how we will deliver the above tasks, administer the management of our neighbourhoods and the standard to which these will be maintained. We will aim to ensure we provide excellent quality services for our customers that demonstrate value for money and provide the opportunity for customers to influence services.

4. Responsibility and monitoring

- 4.1. Neighbourhood Delivery Managers will be responsible for ensuring the policy is complied with. A number of these aspects will be monitored by systems such as Qlik and Riskbase, including communal inspections, compliance work and ending and starting tenancies.
- 4.2. A review of this policy will be completed within a 2-year period

Linked Documents	Tenancy Policy Adaptations Policy Tenancy and Neighbourhood Management Policy Lettings Policy Mutual Exchange Policy Tenancy Fraud Policy Neighbourhood procedures as outlined in the policy. Compliance management plans
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