



# NEIGHBOURHOOD MANAGEMENT POLICY.

This policy explains how Onward manages its neighbourhoods in line with the neighbourhood and community standard set out by the Government, how we support our customers to sustain their tenancies, make sure shared spaces are safe and how we work with other groups to help make our areas better for everyone who lives in our homes.

This policy also sets out how we will use clear steps to help our colleagues manage tenancies and neighbourhoods well.

This policy may include some unfamiliar words and phrases, so we have provided a description of what they mean on page 5.

If you need any help understanding the information in this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603** or send an email to **customerservices@onward.co.uk**.

Linked documents	ASB and Hate Crime Policy, Unacceptable Behavior Policy, Tenancy Policy, Adaptations Policy, Lettings Policy, Mutual Exchange Policy, Succession Policy, Tenancy Fraud Policy, Complaint Resolution Policy, Customer Engagement Policy, Vulnerabilities and Reasonable Adjustment Policy, Money Advice Policy, Safeguarding Adults and Safeguarding Children Policy, Neighbourhood Procedures as outlined in the policy and Compliance Management Plans.
Date implemented	May 2026
Policy lead	Andrew Lord, Head of Neighbourhood Services
Approved by	Executive Team
Approved on	19 May 2026
Date of next review	May 2028
Version	V4
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# NEIGHBOURHOOD MANAGEMENT - FULL 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. Through our neighbourhood working approach, we are committed to managing our neighbourhoods effectively and meeting the aims of the Neighbourhood and Community Standard. We also aim to be a listening landlord, committed to getting the basics right in relation to tenancy and neighborhood management. This policy sets out the framework for how we will achieve these outcomes.

## 2. Scope:

- 2.1. Onward has properties across the North West that each fit within a designated neighbourhood.
- 2.2. We adopt a neighbourhood plus approach across the organisation to ensure that teams collaborate well and have a shared focus on making a positive impact in the communities we serve. This involves:
  - 2.2.1. Deploying resources effectively to deliver locally tailored services to support customers when and where they are needed and enable them to sustain their tenancy.
  - 2.2.2. Developing bespoke local offers which set out our role and ambitions for our different neighbourhoods.
  - 2.2.3. Monitoring the sustainability, financial and operational performance and positive impact at a neighbourhood level.
- 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.
- 2.4. We will work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces. We will also co-operate with a range of partners to promote social, environmental and economic wellbeing in the areas where we provide social housing. This includes 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.
- 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 customer's tenancy agreement, lease or licence agreement.
- 3.2. Onward will have clear procedures which set out how we will deliver the different tasks involved with managing tenancies and neighbourhood. These will set how we will seek to provide excellent quality services for our customers that demonstrate value for money and provide the opportunity for customers to influence services.
- 3.3. The procedures linked to tenancy and neighbourhood management will include the following:

Procedure	Purpose
Abandoned Properties, Vehicles and Disposal or Sale of Goods	This sets out how we will take steps to recover abandoned properties, with aim of making best use of our properties
Alterations and Improvements	This sets out how we will support customer improvements and alterations that add value and comfort to properties, but ensure that they are completed to a certain standard and in accordance with any legal and compliance requirements
Assignment	This sets out how we will manage and administer and the assignment of tenancies from one tenant to another.
Change of Name	This sets out how we will manage, administer and monitor changes of names on tenancies.
Communal Inspections	This sets out the frequency and process for how we will inspect properties with communal areas and respond to issues identified.
Death in Tenancy	This sets out the steps we will take to respond where there is a death of one of our tenants in both an empathetic way and to comply with legal requirements.
Emergency Access	This sets out the types of situations where we may require emergency access to a property and the steps we would take to do this.
Environmental management	This sets out a framework for how we would deal with environmental management issues Including fly tipping, abandoned vehicles, litter, garden maintenance and graffiti.
Ending a Tenancy	This sets out how a customer can end their tenancy, the process for doing so and the necessary checks that will take place to facilitate this.
Joint Tenancies and House Shares	This sets out how we make appropriate decisions around joint tenancies and ensures a robust process is in place when customers submit requests to create a joint tenancy

Procedure	Purpose
Left in Possession	This sets out how we will respond to incidents of trespassers, squatters or illegal occupants in our properties.
Lodgers and Sub-letting	This sets out the process which will be applied when customers make a request to host lodgers or sub-let a proportion of the property.
Neighbourhood Inspections	This sets out the frequency and process for how we undertake estate inspections in areas where we manage significant volumes of properties and/or land and respond to issues identified.
Pets and Animals	This sets out our approach to dealing with requests by customers to have pets and animals in an Onward property and the factors and circumstances that will need to be taken into account.
Poor property condition	This sets out the steps that we will take to respond to and tackle instances of poor property condition.
Running a Business	This sets out the process and steps we will take to start a new tenancy, undertake a sign up and gather and store all necessary information.
Starting a Tenancy and Sign Up	This procedure outlines the circumstances in which we may need to facilitate the temporary move of a customer from their home and the action we would take to temporarily rehouse and support the customer(s) involved.
Customer Support	This sets out our approach to providing support to our customers, how we adopt reasonable adjustments support vulnerable customer and to ensure all customers are enabled to sustain their tenancies through Onward initiatives and working collaboratively with partners

34. Linked to the neighbourhood and community standard, we will also have separate policies and associated procedures in relation to anti-social behaviour, hate incidents and domestic abuse; voids and lettings; mutual exchange; succession; tenancy fraud; and compliance work.

#### 4. Responsibility and monitoring

4.1. Neighbourhood Partnership Managers will be responsible for ensuring the policy and associated procedures are complied with on a day-to-day basis, with strategic oversight provided by Heads of Neighbourhood Services. A number of these aspects will be monitored by systems such as Qlik and Riskbase.

4.2. A review of this policy will be completed within a two-year period

## GLOSSARY.

Succession	Succession is a right, whether that be by statute or by contract (tenancy agreement), for a tenancy to be transferred to (taken over by) someone else when the tenant dies.
Assignment	Assignment is when one customer transfers their tenancy to another person.
Joint tenancy	A joint tenancy is where two or more adults sign the tenancy agreement and are collectively and individually responsible for the tenancy and its conditions.
Consumer Standards	These are the standards set by the Regulator of Social Housing. They say what landlords must do to look after homes and neighbourhoods, based on the Housing and Regeneration Act 2008. All landlords must follow these rules and meet both the main goals and special requirements.
Neighbourhood and Community Standard	This is a standard set by the Government about how landlords must work with others to make sure their customers have safe, clean, and well looked after neighbourhoods and feel safe at home.

## GET INVOLVED.

Customers play an important role in helping us improve services, shape decisions and make sure what we do reflects real experiences.

By sharing your views, concerns and ideas, you can influence how services are delivered and how information is written.

If you'd like to find out more about ways to get involved or share your views, please contact us via our website, by phone on 0300 555 0600, or by email at [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk).

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