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<b>Scope</b>	<b>Service Delivery Policy</b>
<b>Purpose</b>	<b>Good Neighbourhood Management Policy</b>
<b>Approval</b>	<b>SLT</b>
<b>Review</b>	<b>Every two years</b>

#### **Revision history**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Description of change</b>
<b>1</b>	<b>28.01.2026</b>	<b>Claire Tyrrell</b>	<b>First version</b>

### **1.0 Purpose of the Policy**

- 1.1 This policy sets out Manchester City Council Housing Services (MCCHS) approach to maintaining and improving neighbourhoods and providing services to residents which enables them to have quiet enjoyment of their homes in a safe and secure environment in neighbourhoods they are proud of.
- 1.2 MCCHS seeks to create safe, sustainable neighbourhoods with communities living side by side within a culture of co-operation and respect. By responding positively to issues that residents raise, MCCHS will continue to maintain and develop neighbourhoods that foster strong and positive relationships, enable quiet enjoyment of homes, and are neighbourhoods that all can be proud of.
- 1.3 MCCHS is committed to working in partnership with Council colleagues and relevant partners and external agencies, to help promote the social, environmental, economic and wellbeing of its neighbourhoods. Other Council departments can include, Highways, Neighbourhoods, Adult and Children Services. Partners can include but are not limited to; Greater Manchester Police, voluntary groups, charities and the health authorities.
- 1.4 MCCHS will work in partnership with relevant organisations and community safety partnerships, to prevent and tackle anti-social behaviour in neighbourhoods in conjunction with the Anti-Social Behaviour Policy
- 1.5 The specific objectives of this Neighbourhood Management policy are to:
  - Develop a pro-active approach to the management of our properties and neighbourhoods.
  - Manage the environment with partner agencies and residents to create sustainable neighbourhoods.
  - Ensure that all residents are aware of their respective responsibilities.

### **2.0 Scope of the Policy**

- 2.1 This policy applies specifically where MCCHS provides a service to its residents and their families, which includes managing homes, gardens and communal areas.
- 2.2 This policy applies to all paid and voluntary MCCHS staff and contractors.

### **3.0 Background and Context**

- 3.1 The Neighbourhood and Community Standard states that “registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes.”
- 3.2 To improve and maintain high standards in our area we consider neighbourhood management as a partnership between MCCCHS, residents and other partners working or operating in our neighbourhoods.
- 3.3 Effective engagement is fundamental to a positive relationship with our residents.

A Place Called Home is made up of three key priorities for improved service delivery:

- Resident led services putting **You** at the heart of everything we do
  - High quality housing services and **home** improvements for secure, warm, sustainable homes
  - Welcoming, safe and vibrant **neighbourhoods**
- 3.4 Residents are offered a range of opportunities to become involved in decision making about service delivery improvements and their own tenancy. They are consulted and provided with regular communication and feedback through our website, newsletters, leaflets, letters and personal contact. Resident engagement and involvement in accordance with this policy will lead to more sustained improvements in services, schemes and the local neighbourhood environment.

#### **4.0 Policy Detail**

- 4.1 The areas covered within this policy, and supported by relevant procedural documents are:
- Nuisance not covered by our Antisocial Behaviour Policy
  - Neighbourhood management
  - Communal inspections
  - Environmental Anti-Social Behaviour, including fly-tipping
  - Grounds maintenance
  - Communal cleaning
  - Playgrounds
  - Tree management
  - Snow clearance and gritting
  - Waste Management

#### **5.0 Nuisance not covered by our Antisocial Behaviour Policy**

- 5.1 All new tenants will be made aware of the rights and responsibilities of tenants and leaseholders as detailed in the tenancy agreement and we encourage residents to develop positive relationship and adopt good neighbour principles.
- 5.2 Everyone has the right to enjoy life in their own way whether in the home or estate environment. This is, providing they act within the law and do not interfere with other people’s rights to enjoy their home. Good neighbour principles respect the fact that individuals, households and groups are all different. They respect the fact that lifestyles and behaviour will differ for a range of reasons such as age, disability, family composition, cultural and religious backgrounds. The key to being a good neighbour is recognising these differences and exercising a degree of tolerance and mutual respect.

5.3 The best course of action in cases where 'good neighbour' principles have not been adopted is for you to speak to your neighbours about what is upsetting you. Sometimes individuals genuinely do not realise the effect that their lifestyle or behaviour is having on others.

5.4 No one can be forced into being a 'good neighbour'. However by acting as a tolerant and considerate neighbour we can make a real and positive difference to the quality of life in both local neighbourhoods and wider communities.

MCCHS define Good Neighbour Principles as:

1. Keep the volume of Music and televisions at a reasonable level. This is especially important at night when other residents may be trying to sleep.
2. Undertake any noisy DIY work during the daytime. Let your neighbours know if the work is going on for some time.
3. Have consideration for your neighbours if you work 'unsociable hours' and leave or arrive home at times, which could easily disturb others.
4. Let your neighbours know if you are having a social gathering and remember to keep any noise at a reasonable level. Ensure your guests do not disturb your neighbours arriving and leaving your home.
5. Avoid shouting, raised voices and door slamming, in some properties such noise will 'travel' and cause significant distress to others.
6. Take responsibility for your children, be clear about what they are doing and the possible effect this may be having on other residents. However, we will not accept complaints about children playing, unless this goes beyond the bounds of what a reasonable person would expect.
7. Ensuring that dogs are controlled, are not allowed to run free, or bark excessively and that fouling is quickly removed and correctly disposed of.
8. When parking do not park on pavements, footpaths, grass verges or other grassed areas. Ensure you don't obstruct access roads or driveways and respect any designated parking areas for people with disabilities. Make sure any car park barriers/gates are locked after entering and leaving.
9. If you have an elderly or vulnerable neighbour and you don't see them as usual please check to see if all is well with them.

5.5 MCCHS treats all GNM issues seriously and will take appropriate action to address issues that have been identified or reported. A well-being led approach will be followed ensuring that residents have access to appropriate support services and feel able to work with staff whilst GNM issues are explored.

5.6 As part of our approach when a GNM issue has been raised, we will record the issue and assess the type of issue being complained of and sort it into one of the following categories and utilise the relevant policy and procedure or guidelines to address it.

- Anti-Social Behaviour (ASB) i.e. race/hate crime or incident, threats or use of violence, drug dealing, harassment, foul and abusive language/behaviour, or
- Good Neighbourhood Management (GNM) e.g., parking issues, low level noise, lifestyle differences, children playing, litter, etc.

We will assess risk and vulnerability and determine the level of support that the customer may need.

5.7 Where it is believed any child or vulnerable adult is at risk MCCHS will follow the Safeguarding Adults or Safeguarding Children policies, taking necessary action.

- 5.8 MCCHS will thoroughly explore all GNM issues raised and work with residents, and partner agencies as appropriate to find a resolution. We will consider all the options available when exploring GNM issues and will use a range of informal and formal tools, some of which are delivered in partnership with other agencies, include:

Early interventions/referrals for support

- Early help referrals
- Mediation
- Restorative Practices
- Acceptable Behaviour Contracts
- Noise Abatement Notices

- 5.9 MCCHS issue new tenants with an introductory tenancy agreement which will become secure after 12 months providing it has been adequately maintained. Secure tenancies will only remain as such if there have been no significant and sustained breaches of the tenancy which result in a possession order being obtained. MCCHS recognises that possession is a useful tool to tackle ASB and will use the discretionary and absolute grounds for possession when appropriate. However, to promote social inclusion and prevent homelessness, eviction to resolve issues will only be used as a last resort.
- 5.10 MCCHS will work with other agencies and specialist organisations to ensure that appropriate best practice is employed in resolving GNM issues. Where residents are identified as causing the GNM issue and show a willingness to address any underlying issues which cause the issue, then we will offer assistance and support in this. This can include, but is not limited to, referrals to the support services, mediation services etc.
- 5.11 As with all our interactions with residents we take a trauma informed approach. Trauma-aware organisations assume that people have had traumatic experiences, and as a result may find it difficult to feel safe within services and to develop trusting relationships with service providers. Consequently, services are structured, organised and delivered in ways that promote safety and trust and aim to prevent re-traumatisation. Therefore, trauma-aware services can be distinguished from trauma specific services which are designed to treat the impact of trauma using specific therapies and other approaches.
- 5.12 We are working towards being a trauma aware organisation and use this approach in all our contacts with our service users to better understand their needs and deliver our services appropriately.
- 5.13 If a resident continues to cause GNM issues despite us providing support and early interventions, the issue will be considered a deliberate act and will then be reclassified as antisocial behaviour and dealt with under the ASB Policy.

## **6.0 Neighbourhood Management**

- 6.1 Our approach to dealing with neighbourhood management issues includes but is not limited to:

### **I. Abandoned vehicles**

All vehicles on land owned by MCC, aside from individual properties with off road parking, must be taxed and in a road worthy condition or registered with the Driver and Vehicle Licensing Agency (DVLA) as off road through the Statutory Off Road

Notice (SORN). MCC considers any vehicle which does not meet these requirements to be causing a nuisance. All untaxed vehicles will be clamped or removed.

Abandoned vehicles will have a notice attached with instructions for the owner to make contact. If contact is not made within 15 days then the vehicle will be scheduled for removal.

If the vehicle is causing an obstruction, this will be reported to Greater Manchester Police

## **II. Graffiti Removal**

Graffiti impacts negatively on the aesthetic appeal and appearance of our neighbourhoods. Offensive graffiti will be removed within 24 hours, in line with our service standards for estates. All other graffiti will be removed within seven days.

## **III. Garden Condition**

Untidy and overgrown gardens can negatively impact upon the appeal of neighbourhoods and can also be an indicator of poor property condition. Following identification of this breach of tenancy, contact will be made with the tenant and if the tenant fails to act, then action may be taken in conjunction with our Garden Enforcement Policy.

We will offer support where unacceptable garden condition is due to customer disability or other additional needs / vulnerabilities.

## **IV. Garage sites and parking areas**

All garage sites and parking areas, not including driveways to individual properties, will be maintained as required.

The purpose of garage sites and parking areas is for the storage of motor vehicles. Garage sites and parking areas must not be used for the repairing or fixing of vehicles outside of general car maintenance. No trailer, caravan or boat should be stored in parking areas or on garage sites.

All residents and garage licensees must adhere to the obligations set down in their respective agreements relating to driveways, garage sites and parking areas. Where a tenant, leaseholder or licensee fails to meet any of these obligations, appropriate action will be taken to encourage them to adhere to the conditions of their agreement. Continual failure to meet their responsibilities will be viewed as a breach of the agreement and all avenues will be explored to resolve the breach including the use of legal remedies.

### **7.0 Communal areas and communal inspections**

7.1 Residents who pass through an internal communal area to access their home or have use of an external communal area are responsible for ensuring that they, their visitors and household members abide by their tenancy agreement conditions.

7.2 Residents must ensure that no items are left in the communal area and that no rubbish or litter is deposited. Residents and their visitors must also not interfere with or cause damage to any door entry system, security or safety equipment.

Furthermore, residents must ensure that no damage or vandalism occurs to any features of communal areas.

7.3 Due to potential dangers of obstructing access or means of escape in the event of a fire, we will operate a zero-tolerance approach to items left in a communal area. If any high-

risk items (e.g. mobility scooter, motorcycle, moped or any machinery having a petrol or diesel engine, or battery powered vehicles) are found, the customer who owns the items will be contacted and asked to remove the item immediately. Failure to do so would be a breach of the tenancy agreement and would be treated as a serious risk to other residents. All breaches will be investigated in conjunction with other relevant policies and procedures. We retain the right to remove items left or placed in communal areas, including personal objects such as plants and ornaments on window ledges.

7.4 All our colleagues have a duty in the course of their day to day work to note any repairs or maintenance requirements identified both within a communal area, scheme or neighbourhood, particularly those which pose a threat to health and safety and report these promptly.

7.5 A programme of robust neighbourhood, scheme and communal inspections will be undertaken by housing officers, alongside additional inspections by other Manchester City Council colleagues and contractors, to ensure that they are safe, clean and well maintained.

## **8.0 Environmental antisocial behaviour (EASB)**

8.1 EASB affects our ability to maintain and improve our neighbourhoods. We aim to minimise the incidents of EASB and respond promptly when incidents are identified. EASB covers a variety of acts such as:-

- Vandalism
- Graffiti
- Fly tipping
- Fly posting
- Littering

8.2 We will investigate all instances of EASB and work with partner agencies to identify the offender and take the appropriate enforcement action in conjunction with our tenancy agreement and relevant policies.

8.3 Alongside other Council departments we will undertake any appropriate task to rectify the result of EASB, which is not the responsibility of a resident.

8.4 Tenants are responsible for making good or paying for damage caused by deliberate acts of vandalism or any results caused by EASB by themselves, any member of their household or visitors.

8.5 We encourage residents to keep their neighbourhoods clean, by picking up their litter and keeping the pathways and areas outside their homes litter free. Housing officers can assist with organising and supporting litter picking and clean up days in the neighbourhood.

## **9.0 Grounds Maintenance**

9.1 We will ensure that our communal grounds look clean and tidy, hedges/shrubs cut back and grass maintained. This element of our service operates all year round, but due to various factors, such as the weather and growing cycles the tasks that they will undertake may differ throughout the year.

9.2 The tasks will include, but are not limited to:

- Cutting the grass: we aim to carry out four cuts per year.
- Grass edging: this will ensure that pathways and borders have a defined and more aesthetically pleasing appearance.

- Trimming and shaping shrubs and hedges: (generally twice per year, but species dependent) any hedge height reductions will be carried out in low season, as grass cutting will take priority during the summer months.
- Clearing litter and buildup of detritus will be carried out year-round during the garden maintenance visits by the team.
- Leaf Clearance: this will also be dealt with during the team's routine maintenance visit.

9.3 Residents are responsible for maintaining grass, shrubs or hedges in private or individual gardens. We may be able to assist some residents in maintaining their garden and details of this are available on request.

## **10. Communal cleaning**

10.1 We will ensure that internal communal areas are cleaned on a frequency and standard based upon the management requirements for each site.

10.2 We will ensure that residents are consulted over the cleaning services provided and included in their service charge.

10.3 Residents are required to keep communal areas free of personal items and nothing should be stored in communal areas, including cupboards with shared access. These items can cause fire hazards, restrict escape routes and impede our staff and contractors delivering this service.

## **11. Tree management**

11.1 In collaboration with the Council's Arboricultural Department we will ensure that all trees on MCC owned communal areas and estates are managed and maintained through a proactive and risk-based approach.

11.2 The Council's Arboricultural Department will survey all tree stock using an asset management approach in line with The National Tree Safety Group's Guidance and develop and maintain a geodatabase of these assets. They will ensure that all arboricultural works will be carried out, in accordance with good arboricultural practice.

11.3 The Council's Tree Management Principles provides details of the approach of the Council to requests for tree work, but in summary we will not maintain or fell trees to:

- Deter birds roosting
- Prevent wind-blown pollen, blossoms, petals, seeds or leaves
- Stop falling fruit, berries, nuts or sap
- Improve access to natural daylight or for aesthetic views
- Remove arboreal insects
- Improve television reception to non-communal systems.

## **12. Snow clearance and gritting**

12.1 We will clear snow and spread grit to designated footpaths at our retirement housing schemes and outside of high-rise properties. This will be weather dependent, after snow fall or very severe frosts, when possible.

12.2 We cannot guarantee that every footpath, or designated footpath, will be ice-free at all times, even in priority schemes. It is the responsibility of all residents, their visitors, staff and members of the public to take appropriate care in poor weather conditions.

12.3 We will not clear snow and spread grit to roadways, parking areas, footpaths to dwellings or spread grit as a precautionary measure.

### **13. Waste Management**

#### **13.1 Recycling**

Residents are provided with the relevant recycling bins and are expected to use them correctly by sorting their waste according to MCC recycling guidelines. All bins should be presented for collection on the scheduled collection dates and retrieved promptly once emptied to maintain cleanliness and accessibility. Recycling remains a key priority for Manchester City Council, however, placing incorrect items in recycling bins or containers can lead to entire loads being rejected and treated as general waste, which significantly increases disposal costs for the Council.

#### **13.2 Communal bins**

Residents are expected to take all reasonable care to ensure that their household rubbish is properly stored and disposed of appropriately. Refuse must be adequately bagged and placed in the correct bin.

High-rise buildings provide clearly labelled bins for each waste stream and bins will be placed in accessible, well-lit, and secure areas.

Housing Services are currently evaluating the use of external bin stores in our high-rise blocks, which are increasingly favoured over internal refuse chutes due to concerns around fire safety, hygiene, and ease of maintenance.

#### **13.3 Bulky rubbish**

Residents are responsible for making arrangements for the disposal of large items such as household furniture and must comply with Council arrangements for the collection of refuse.

- You can have one **free** collection of up to three items, a year (365 days from your first free collection). We will only take the items you have told us about. However, with this collection we will remove an additional three items for **£30.50**
- If you have already had a free collection, it is **£30.50** for up to three items and **£61** for up to six items.

13.4 Where a customer is unable to manage their household waste, we will review each case and determine if further support is necessary through either our Waste & Recycling Officers or our Housing Support Team or a referral to specialist services or simply signpost residents to asking for assistance from MCC waste collection services.

13.5 We will take action against residents who fly tip as per our Fly Tipping Procedure.

### **14. Equality and consultation**

14.1 An Equality Impact Assessment was completed and is attached as Appendix I.

14.2 Residents were consulted prior to the drafting of the policy through focus groups and sessions to obtain their views. The Resident Reader's Group reviewed the draft policy and amendments were made following their suggestions to ensure the policy is clearly written with the resident in mind.

### **Policy Links**

1. Antisocial behaviour policy
2. Hate Crime & Incident policy
3. Antisocial behaviour & hate incidents service standards
4. Keeping animals' policy
5. Garden enforcement policy
6. Safeguarding Adults policy
7. Safeguarding Children policy



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8. Vulnerability policy
9. Garage policy
10. Concessionary gardening policy
11. MCC Tree Management Principles
12. Fly Tipping Enforcement Procedure

