



Ongo Homes

Neighbourhood Management Policy

November 2025

**Lead officer: Neighbourhood Service Operations Manager &
Portfolio Lead for Tenancy Management**

<u>Version No.</u>	<u>Purpose/Changes</u>	<u>Approval Date</u>	<u>Approved By</u>	<u>Suggested Review Date</u>
<u>10.0</u>	<u>Full review</u>	<u>December 2025</u>	<u>Customer Focus Committee</u>	<u>2026/2027</u>
<u>9.0</u>	<u>Health check</u>	<u>November 2022</u>	<u>HoST</u>	<u>October 2025</u>
8.0	Health check	September 2019	Senior Management Team	September 2022
7.0	Amendment after full review	October 2018	Head of Service	September 2019



1. Our policy is...

- 1.1 Ongo believes that everyone should be able to enjoy living in a clean, safe, secure and tidy place where people want to live and be proud of.
- 1.2 Ongo recognises that effective neighbourhood management is a vital part of our landlord role, the delivery of which will assist greatly in promoting safe, secure, sustainable and desirable communities.
- 1.3 This policy sets out how we will do this and following consultation with our residents and partners, our approach is to:
- Providing advice and guidance on the responsibilities of Ongo and those of customers
 - Management of environmental contracts
 - Maintaining communal areas
 - Estate Walkabouts, Inspections and Neighbourhood Engagement days
 - Managing performance
 - Services provided by the Neighbourhood Services Team
 - Environmental Improvements
 - Implementation and monitoring
 - Work with partners and contractors to ensure neighbourhoods are maintained to the highest standards.

2. It applies to...

- 2.1 This policy applies to all customers of Ongo, colleagues, volunteers, contractors and communities where Ongo have properties.

3. Because we want to...

- 3.1 The specific objectives of the Neighbourhood Management Policy are to:
- Develop a pro-active approach to the management of our properties and neighbourhoods
 - Manage the environment around our properties and common areas effectively
 - Ensure that all residents are aware of their respective responsibilities
 - Set appropriate standards to measure performance delivery and residents' satisfaction
 - Have clean and tidy properties and neighbourhoods
 - Meet our commitment to well-maintained neighbourhoods that are thriving in accordance with the Neighbourhood and Community Standard




4. Our Approach

4.1 Garden maintenance

- 4.1.1 Overgrown and untidy gardens can have a negative impact on neighbourhoods. Residents that have exclusive use of a garden shall be responsible for maintaining all parts of the garden to an acceptable standard and not left to become overgrown or untidy. They must ensure that the garden does not endanger the health and safety of others or cause damage to any property (please refer to our Tenancy Management Policy).
- 4.1.2 Residents should ask us for permission to build any structure in their garden, including replacing fencing. Fencing responsibility is outlined in the tenancy agreement.

4.2 Maintenance of open plan areas

- 4.2.1 We will be responsible for maintaining external common areas and open spaces. This includes:
- grassed and hard standing areas
 - play areas
 - boundary fencing
 - shrub beds
 - parking bays
 - roads and footpaths that are owned by Ongo
 - Communal furniture (seating)
 - Bin stores
- 4.2.2 Some of the costs incurred in meeting these obligations may be incorporated into a service charge for tenants and included as part of the property management account for leaseholders, shared owners and owners.
- 4.2.3 We will ensure that we have a grounds maintenance contract in place to maintain all identified open spaces and work in partnership with our approved contractor to ensure:
- Amenity/open spaces of grass are regularly cut throughout the growing season – weather permitting
 - Shrub beds and hedges are not allowed to overhang footpaths – maintained twice a year, summer prune (siding) and winter prune (hard)
 - Leaf collection is done twice a year during November and January.
 - Footpaths, parking bays and roads that are owned by Ongo are regularly sprayed with weedkiller.
 - Service Level Agreement (SLA) with relevant Local Authorities

- 
- Maintain open spaces in a way that maximises sustainability and delivers a positive environmental impact

4.2.4 We will meet with our contractor/s regularly to ensure the services provided are of the highest standard. We will encourage customer involvement and consultation on neighbourhood management through our customer engagement framework and customer satisfaction to put customers at the heart of their neighbourhoods.

4.2.5 We will improve local biodiversity and our open spaces by engaging with our Partners and customers to promote positive environmental practice. Please refer to Environmental & Sustainability Policy and Estate Improvements Request Procedure.

4.3 Signs

4.3.1 We do not provide signs such as ‘residents only’ or ‘no ball games’ as these signs are not enforceable. In addition, these do not contribute to our corporate objectives of creating thriving communities.

4.3.2 We will provide informative signs to assist the community, for example block names and numbers and to advise where there is a parking permit scheme.


4.4 Public Open Spaces (Amenity land)

4.4.1 If tenants want to cultivate or maintain any communal areas permission must be obtained from Ongo.

4.4.2 Consideration needs to be given re utilities and any pipe work. Any damages caused to any utilities will be recharged. No excavation work will be allowed without permission and the relevant checks & testing undertaken.

4.4.3 Permission will only be considered if most customers in the homes affected agree with the proposals.

- The grounds maintenance service charge will continue to apply. To be noted this charge could also increase, depending on the changes proposed
- The land must be put back to how it was if tenants are no longer willing or able to maintain it at their cost, any cost to Ongo will be recharged
- The land remains Ongo responsibility, and our contractors must be always allowed access to maintain the area.



4.4.4 Customers must get permission in advance to have any structures on amenity land, this includes but is not limited to sheds and raised planters. Local Authority planning permission may need to be sought for any structure on amenity space.

- Sheds must be clearly numbered and maintained by the customer
- The land must be put back to how it was if they decide they are no longer willing or able to maintain it at their cost, any cost to Ongo will be recharged
- The land remains Ongo responsibility, and our contractors must be always allowed access to maintain the area

Please refer to the Property Alterations Procedure.

4.5 Caretaking and Cleaning Services

4.5.1 Ongo will provide a caretaking and cleaning service to neighbourhoods and communal areas where required. All communal areas will be visited by an operative regularly to ensure the area is kept clean and tidy.

4.5.2 Where we carry out any caretaking tasks of common areas the costs incurred will be recharged back to tenants as a service charge and to leaseholders as part of the property management account. **Appendix 1** detail the tasks our Neighbourhood Services team will undertake

4.5.3 We will undertake cleaning tasks to all communal areas of our high-rise blocks, retirement living schemes, flats and maisonettes. The frequency and level of the cleaning will vary and depend on the requirements of the location.

4.5.4 Cleaning of common areas the costs incurred will be recharged back to tenants as a service charge and to leaseholders as part of the property management account.

4.6 Winter Weather Services

4.6.1 Ongo Homes will undertake winter weather services around selected neighbourhoods. We will use preventative measures to minimise icy conditions wherever possible, which may include the removal of snow (see Appendix 2).

4.6.2 We will consult with tenants regarding the locations where winter weather services will be provided.

4.6.3 The ability to provide services will depend on:

- Weather conditions
- Resources available

4.6.4 Ongo will plan where possible, for the provision of such services outside of our normal working hours.



4.6.5 Standalone Retirement Scheme lounges will have the access leading to them gritted. Ongo is not responsible for gritting access to individual properties nearby.

4.7 Garage site and parking areas

4.7.1 All Ongo garage sites and parking areas, not including driveways to individual properties, will be maintained on a regular basis by our Neighbourhood Services Team and external contactors.

4.7.2 Garage sites and parking areas owned by Ongo must not be used for repairing vehicles, parking SORN (Statutory Off-Road Notification) vehicles or storing trailers, caravans or boats.

4.7.3 All tenants, leaseholders and garage licensees must adhere to the obligations set down in their respective agreements.

4.7.4 We will work with partners to get a resolution for any abandoned vehicles which are causing a nuisance.


4.7.5 We will work with residents to ensure that the parking areas are considerably used. We will consider requests and work with residents and local authorities to implement a parking permit scheme. Ongo will be responsible for reviewing any contract put in place to achieve this.

4.8 Environmental Anti-Social Behaviour (ASB)

4.8.1 Environmental ASB affects our ability to maintain and improve our neighbourhoods and covers a variety of acts such as:

- Animal nuisance
- Graffiti & vandalism
- Littering/Fly tipping
- Misuse of communal areas
- Vehicle nuisance
- Discarded drug paraphernalia
- CCTV nuisance

4.8.2 Where there is sufficient evidence we will work with partner agencies and respond promptly to take appropriate action (see Appendix 1). We will encourage residents to report environmental crime to us and any other relevant organisation such as the Police or Local Authority Teams.



4.8.3 We will undertake any task to rectify the result of environmental crime which is not the responsibility of a tenant. Please refer to Appendix 1 and the Maintenance Policy for the relevant timescales for remedial work.

4.8.4 We will seek action against those responsible for damage to Ongo assets caused by deliberate acts of vandalism or other environmental crime.

4.8.5 Where we witness the result of environmental crime on land or property not owned by Ongo we will report the matter to the landowner and the Local Authority where appropriate.

4.9 **Neighbour Responsibility**

4.9.2 Our corporate objectives encourage a thriving community spirit. To achieve this Ongo is committed to tackling neighbourhood issues and we will investigate whether these should be dealt with under the ASB and Hate Crime Policy or this policy (see Appendix 3). Ongo will:

- Give advice and signpost tenants on why being a good neighbour matters, for example:
 - Building trust and familiarity
 - Being inclusive
 - Respecting share spaces
 - Parking considerably
- Encourage residents to speak to each other first before escalating complaints (e.g. a one-off party or noisy DIY)
- Ask tenants to consider their neighbours regarding everyday noise (e.g. children playing, footsteps and household appliances)
- Work in partnership to support and signpost tenants when noise issues stem from vulnerabilities e.g. health problems
- Offer mediation where appropriate
- Encourage positive community relations through resident engagement initiatives
- Prevent and resolve noise issues in a fair and balanced way to ensure residents can enjoy their homes

4.9.3 It is unlikely that we will take formal tenancy action on the following disputes:

- Occasional noise from music, DIY, babies crying etc
- Inconsiderate parking
- Unfriendly relations such as children not playing together, people looking at each other, smoking and cooking odours



4.10 Waste management

- 4.10.1 Ongo are responsible for addressing litter and fly-tipping within the boundaries of the properties and land that we own.
- 4.10.2 Tenants will be advised on how to check dates for bin collections, using the Local Authority's website at the start of their tenancy.
- 4.10.3 All Tenants and leaseholders are expected to take all reasonable care to ensure that their household rubbish is properly stored and disposed of in accordance with local arrangements. Refuse must be adequately bagged and stored until collection in bin stores or other designated areas. Tenants and leaseholders are also responsible for planning for the disposal of large items such as household furniture.
- 4.10.4 We will work in partnership with the Local Authority to encourage our residents to recycle and re-use their household waste. Where possible we will provide locations for the positioning of recycling facilities and work with partners re litter and disposal of dog waste.
- 4.10.5 Bins should be stored in the designated areas and rubbish should be disposed of correctly as per Local Authority guidelines. Failure to do so may result in further action being taken. We will maintain communal bin stores and their surrounding areas.
- 4.10.6 We will ensure that we have the appropriate Waste Licenses to allow our staff, and partners, to remove waste from properties we manage or lease.

4.11 Regeneration and Investment in our neighbourhoods

- 4.11.1 We will plan in advance a variety of improvement work which will complement the aims of all of our service areas. Where an area is identified as requiring large scale investment to improve its overall appearance or to design out a neighbourhood management problem, we will consult with residents and prioritise improvement work based on financial resources and necessity.

4.12 Communal areas

- 4.12.1 Tenants and leaseholders (including visitors and household members) who pass through an internal communal area to access their home or have use of an external communal area must:
- Make sure no items are left in the communal area
 - Not interfere with or cause damage to any door system, or the security of safety equipment
 - Keep any controlled door entry system door always shut

- Not allow access for unauthorized visitors
- Not cause any damage or vandalism

4.12.2 We will consider taking action against tenants and leaseholders who misuse communal areas. Each case will be assessed based on evidence.

4.12.3 Due to potential dangers of obstructing access or means of escape in the event of a fire any high risk item left in a communal area (e.g. mobility scooter; motorcycle, moped or any machinery having a petrol or diesel engine) will have a warning card placed upon it advising that items are high risk and will be removed within 24 hours.

4.12.4 Other items that pose a potential hazard will be dealt with by a managed approach and labelled with a clear notification card giving a date of no longer than 5 working days. All reasonable steps will be taken to attempt contact with the owner of the item (s) to give them opportunity to remove them first. All items removed by Ongo after the expiry of the notification will be disposed of and the owner, if identified will be recharged the full costs associated with the disposal. A managed approach will be taken to low risk items stored/kept in the entrances and communal rooms of retirement living schemes.

4.12.5 No items can be stored in any meter cupboards opening into an internal communal area. These areas will be inspected regularly.

4.12.6 We will regularly visit to inspect communal areas for items and damage.

4.12.7 For infestations of communal areas refer to the Tenancy Management Policy.

4.13 Walkabouts / Inspections


4.37 To ensure we are delivering the service that customers want we will:

- Conduct a planned estate inspection in our neighbourhoods
- Hold Neighbourhood Community Events
- Inspect hotspot areas in partnership with Tenancy Services Team
- Operate mystery shopping style approach
- Work with tenants who request a neighbourhood inspection

4.38 The outcomes concluded from all the different inspections and feedback from our customers will drive the focus of our neighbourhood management services.

5 Making sure we do what we say...

5.1 The Board and the Director of Customer Service are responsible for ensuring that this policy is implemented.

- 
- 5.2 The Head of Assets & Sustainability & the Head of Neighbourhoods have responsibility for monitoring the service and ensuring that it complies with the requirements of this policy.
- 5.3 All employees who are involved in the delivery of neighbourhood management services are responsible for ensuring they comply with the requirements of this policy.
- 5.4 We will monitor customer satisfaction of service delivery through periodic surveys and by analysing trends in complaints, comments and compliments.
- 5.5 We will set and monitor targets relating to: -
- %Customer Satisfaction
 - % flytip collected within target after receiving report
 - % of successfully resolved tenancy breaches relating to environmental crime or untidy gardens
 - Regeneration and investment programmes that improve the appearance of our properties and neighbourhoods.
 - Our Grounds maintenance Contractor

We will involve customers in the delivery of neighbourhood management services via the Grounds Maintenance Panel, Tenant Inspectors and other relevant resident involvement structures.

6 Other things to bear in mind...

- 6.1 This policy also links to our:
- Abandoned Vehicle procedure
 - Alterations procedure
 - Anti-social Behaviour and Hate Crime Policy
 - Complaints, Comments and Compliments Policy
 - Communal Areas procedure
 - Lettings Policy
 - Environmental & Sustainability Policy
 - Estate Improvements Request Procedure
 - Fire Management of High/Low Rise/Myos House/Retirement Schemes
 - Infestation Procedure
 - Tree Policy & Guidance
 - Health and Safety Policy

- Local Offer – Your Community
- Mobility scooter policy and procedure
- Recharge Policy and Procedures
- Repairs and Maintenance Policy
- Service charge policy
- Tenancy Agreement
- Tenancy Management Policy and Procedures
- Ongo Leasehold Management Policy
- Unacceptable Behaviour Policy
- Use of Communal Areas Procedure

6.2 The main pieces of legislation and regulation relevant to this policy include:


- Cleaner and Safer Neighbourhoods Act 2005
- Consumer Standard
- Environmental Protection Act 1990
- Environmental Protection (Duty of Care) Regulations 1991
- Fire safety Act (2021)
- Health and Safety at Work Act 1974
- Town and Country Planning Act 1990
- The Planning and Compensation Act 1991
- The Regulatory Reform Order (Fire) (2005)
- Equality Act 2010
- Management of Health and Safety at Work Regulations 1999

7. **We'll look at this again...**

- 7.1 In three years' time unless any regulatory or legislative changes occur which have an impact on this policy.
- 7.2 We will ensure that we consult with residents in the development, monitoring and review of this policy.

8. **Jargon Buster**

Reference	Definition
Neighbourhood Management	In its widest sense, neighbourhood management refers to property management and services to residents and other stakeholders, which aim to enable residents to have quiet enjoyment of their homes and a decent, safe and secure environment. Neighbourhood management is not just about



	looking after buildings and the physical environment; it also involves providing or arranging necessary advice and support to customers and involves working with other agencies to achieve decent living conditions.
Neighbourhood	Local area where residents relate to each other as part of a wider community
Housing Management Function	Any service delivered by OH relating to the management of tenancies or advice to tenants
Neighbourhood Watch	A group of volunteer residents who look out for signs of crime in their own neighbourhoods, and share that information with each other, local police and other agencies such as OH.
Leaseholders	A person who leases property or land from OH under a formal Lease agreement.
SLA	A Service Level Agreement is a contract between a service provider and its internal or external customers that documents what services the provider will furnish and defines the performance standards the provider is obligated to meet.

APPENDIX 1

Neighbourhood Services Team Duties

	Response timescale / Frequency
Cleaning of stairwells / communal area / lifts	Low rise blocks - Fortnightly Retirement living schemes – weekly High rise – weekly (lifts cleaned daily Mon-Fri)
Dealing with dog fouling	5 working days
Clearing bin areas / chutes	1 working day
Attending neighbourhood inspections	As and when requested.
Litter picking	5 working days
Fly tipping	Once reported and logged with Ongo (on our land) we will investigate where appropriate and remove in a timely manner. Hazardous waste (e.g. needles): will be treated with urgency and we aim to remove within 1 working day.
Weed killing and moss removal	10 working days
Maintaining car parks & garage areas	Areas regularly checked by operatives
Removing offensive graffiti	1 working day
Removing non- offensive graffiti	10 working days
Erecting signs	28 working days
Removing Hazardous items e.g. needles and drug paraphernalia	1 working day
Monitoring grounds maintenance services and reporting problems	Areas regularly checked by operatives and concerns reported within 1 working day. Any concerns raised by residents or other Ongo colleagues or external agencies investigated and reported within 1 working day. Monthly contractor meetings held.
Reporting tenancy/housing management issues and collecting evidence	Completed when required
Reporting Abandoned vehicles	Completed when required

APPENDIX 1

Reporting repairs –neighbourhood and property based	Completed when required
Fire / health and safety checks	High rise properties checked daily (Monday – Friday) by compliance team. Low rise blocks checked monthly by compliance team. Retirement Living Schemes – checked by Wellbeing officers weekly.
Assisting with the replacement of door entry fobs – where there is only 1	1 working day
Replacement fobs where there is another one available	10 working days
Infestation Inspection	10 working days
Winter weather duties such as snow clearance and salt distribution	Completed when required, weather reports checked and grit applied when there is a forecasted temperature of – 0 degrees.

APPENDIX – 2 Winter Weather Services

The schemes that receive winter weather services by Neighbourhood Services Team or contractors are included in the list below & attached maps:

Specialist & Retirement schemes -main entrances and emergency exits gritted/cleared.

Standalone Retirement Scheme lounges - main entrances and emergency exits gritted/cleared. Please note this does not include nearby properties.

High rise blocks – main entrances, emergency exits and pathway leading to the highways will be cleared.

- ✓ Albion Grove, Epworth - standalone lounge
- ✓ Ancholme Gardens, Brigg
- ✓ Blackmoor Road, Haxey - standalone lounge
- ✓ Broadlands House, Bottesford
- ✓ Chatterton Crescent, Scunthorpe
- ✓ Chesleigh House, Gainsborough
- ✓ Cottingham Court, Scunthorpe
- ✓ Crosby House, Scunthorpe – High Rise
- ✓ Day Close, Keadby - standalone lounge
- ✓ Greenfields, Goxhill - standalone lounge
- ✓ Horsefair Paddock, Brigg
- ✓ Lincoln Court, Scunthorpe
- ✓ Martins Close, Barrow - standalone lounge
- ✓ Myos House, Scunthorpe
- ✓ Princess House, Scunthorpe High Rise
- ✓ Pryme Road, Scunthorpe - standalone lounge
- ✓ School Close, Epworth - standalone lounge
- ✓ Sutton House, Scunthorpe High Rise
- ✓ Trent View House, Scunthorpe High Rise
- ✓ Victoria House, Barton
- ✓ Wells Court, Broughton
- ✓ Wold Court, Wrawby

Appendix 3

Flowchart

