



Good Neighbourhood Management Policy





1.0 Introduction

1.1 Housing Plus Group is committed to providing excellent customer service, so that every time you contact us you have a positive, good experience. Our Good Neighbourhood Management Policy sets out how we can work with you to help resolve an issue with a neighbour.

2.0 Policy Statement

2.1 The Group is committed to supporting tenants and leaseholders deal with issues within the community which are not appropriate to deal with under our ASB Policy. Our focus is to improve difficult relationships between neighbours by raising awareness of common issues, helping people to understand the impact of their behaviour and supporting them to reach compromises.

3.0 Policy Scope


3.1 This policy applies to all properties we own or manage, in line with a customer's tenancy agreement or lease. It also covers land owned by us, including communal areas and customer's private gardens. We will offer advice and support to our customers and people living near to, or within, communities where we have properties if they are affected by the behaviour of one of our customers.

4.0 Definitions

4.1 We understand individuals have different tolerances, expectations, and perceptions of the behaviour of other people. This means that some people will experience upset and frustration from certain behaviour yet we may deem it more appropriate to support those involved under this, the Good Neighbourhood Management policy.

4.2 Examples of this type of behaviour include, but are not limited to:

- Issues with parking spaces;
- Positioning of wheelie bins;
- Boundary disputes;
- Cooking smells;
- A baby crying;
- D-I-Y;
- Situations where all parties are contributing to the issue or dispute
- Issues arising from a difference in lifestyle. An example of this is someone working nights and having a problem with a neighbour making noise during the day;
- Children playing.



4.3 To help us decide whether a report should be dealt with in line with this policy, we will consider the following factors:

- The intention of the behaviour;
- What is causing the behaviour;
- Whether the behaviour can be classed as unreasonable activity;
- How often the behaviour is occurring;
- How long the behaviour lasts;
- What time of day issues are happening;
- What impact the behaviour is having on other residents / the community;
- The specific circumstances and needs of all those involved.

5.0 Roles and Responsibilities

5.1 The Group Chief Executive is responsible for:

- Ensuring sufficient resources are provided for those working directly with the Group's customers and tenants;
- Ensuring the policy is applied consistently and aligns with the Group's values and behaviours;
- Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

5.2 The Executive Directors are responsible for ensuring the necessary level of focus and sufficient allocation of resources are available to deliver the service.


5.3 The Regional Directors and Senior Managers are responsible for:

- Ensuring the sufficient allocation of resources are available to deliver all the necessary activities;
- Ensuring suitable monitoring and reporting mechanisms are in place to measure activity, performance, and satisfaction with the service.

5.4 The Neighbourhoods / Housing Management Team will be responsible for:

- Ensuring the policy is up to date and relevant in terms of best practice, both within and outside of the sector, with a particular focus on new, and changes in, legislation;
- Ensuring that there is appropriate training, guidance and support available to allow for the policy to be delivered on a day-to-day basis.

5.5 The Housing, Neighbourhood, Retirement Living and ShireLiving Teams are responsible for:

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- The day-to-day case management in accordance with the policy;
 - Ensuring that the best practice promoted in the policy is delivered on a daily basis;
 - Ensuring there is the necessary focus on communication in all cases with all affected parties.

6.0 Policy Approach

6.1 The Group will:


- Re-assess our decisions about cases, each time a report is received about the same person or regarding the same behaviour. If appropriate, a case may move from being managed under the Good Neighbourhood Management Policy to the ASB Policy, or vice versa.
- Focus on finding a solution to issues, rather than seeking to find fault or blame.
- Ask for the co-operation and support of all parties involved. Please note that if cooperation or support is refused from any party, we may not be able to continue to help.
- Consider the support needs of all parties involved and work to identify suitable referrals and support
- Work with partner agencies and share information to identify the best possible support and guidance we can offer to the people involved in a case.

6.2 If a report is dealt with in line with this policy, we would not consider using any legal services or tools to find a resolution.

6.3 Once we have tried all options available to us to resolve a situation, we will inform the people involved that there is nothing further we are able to do.

7.0 Right to Review

7.1 If you do not agree with our decision to deal with a report in line with this policy - for example, you believe it should be managed in line with our ASB Policy, you have the right to request a review of this decision.

	Policy Control Sheet Good Neighbourhood Management Policy Policy reference number - 2026/003
Policy Author	Kerrie Carroll Neighbourhood Manager
Direct Lead	David Wells – Executive Director of Customer Experience
Version	1.0 – January 2026
Target audience	Customers and Tenants of the Housing Plus Group
Consultation	Staff Groups: Care and Support Teams, Legal Team, Development Team, Compliance Team, Repairs Team Wrekin Voices Customer Partnership Panel Executive Management Team SPaCE Committee
Date of Equality Impact Assessment	An EIA was completed on the 20 th June 2025
Date of Data Privacy Impact Assessment	A Data Privacy Impact Assessment is not required.
Approving Body	Executive Management Team
Date of final approval	22 nd January 2026
Implementation date	February 2026
Monitoring arrangements	Locality Boards and Regional Boards
Reporting	SPaCE Committee
Review date	August 2028
Expiry date	February 2029
Review cycle	Three-year review cycle
Policy category	Housing
Associated policies and procedures	ASB Policy Hate Crime Policy Tenancy Agreement Allocations and Lettings Policy Domestic Abuse Policy Equality, Diversity and Inclusion Strategy Health and Safety Policy Intervention Procedures Modern Slavery Statement Safeguarding Policy Tenancy Debt and Income Management Tenancy and Estate Management Policy Tenancy Agreement
Policy location	SharePoint HPG Hub Housing Plus Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Kerrie Carroll Neighbourhood Manager	New HPG Policy, bringing together the legacy approaches of WHG and HPG.	1.0 - January 2026	Executive Management Team – 22.01.26



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