

Policy Owner	Managing Directors (Housing)
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Neighbourhood Policy

This policy outlines how Flagship Group will support its tenants and neighbourhoods in creating safe and thriving communities where people want to live.

‘Flagship Group’ (‘we’) means the housing teams trading as Victory Homes, Newtide Homes and Sapphire Homes.

How Flagship Group will support the development of safe and thriving communities

We want our neighbourhoods to be safe and happy places where you want to live. To achieve this, we will focus on three key areas:

Communities

- We will provide a key presence in communities and will work with tenants to identify and implement estate improvements
- We will carry out regular walkabouts on our estates to ensure that our homes and the areas where you live are clean, safe, and well maintained
- Engage with Local Authorities and other agencies, to deliver the best partnership working for our tenants
- Where we use third parties to deliver services, we will ensure that they are delivering the appropriate communal services and standards to you

Support

- We will offer support to tenants to help them sustain their tenancies
- We will involve you in decisions that will affect your local area and neighbourhood
- Consider the wellbeing of our tenants when we design new homes or carry out improvements to existing properties, for example, security of buildings and additional lighting

Safety

- We will provide grounds maintenance and cleaning as appropriate to ensure our communal areas are well maintained and kept clean and tidy
- We will carry out regular playground checks, any necessary Fire Risk Assessments and Health & Safety checks on our homes, and will embed our “[Keep Clear & Safe](#)” approach to ensure that items are not stored in communal areas enabling our tenants to escape safely in the event of an emergency
- Consider how we can use CCTV (in accordance with the relevant data protection legislation) in order to reduce crime, protect our homes and/or ensure your safety as tenants

Measures

To ensure compliance with this policy we will put the following measures in place:

- Collect feedback in relation to the neighbourhood services provided and use this insight to make improvements where possible
- Review complaints to identify any improvements required

Review

This policy replaces the Victory Housing Trust 'Neighbourhood and Community Policy' (April 2018) and Flagship Homes 'Neighbourhood Policy' (June 2018).

This policy will be reviewed as necessary, and at least every three years.

