

Neighbourhood & Communities Policy Statement Statement 2024

Version Control:

Version	Date	Author	Owner	Approver	Approved on	Next review	Comments
1.0	August 2024	Rachael Swales					



1. Introduction

Heylo Housing Group Limited (HHGL) is the parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP) and a number of property owning investment vehicles (Pods) (collectively referred to in this policy as 'Heylo'). Heylo currently provides two different Shared Ownership products – Home Reach and Your Home.

All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company. ResiManagement in turn works with external providers including managing agents, estate agents, and repairs and maintenance providers.

As noted above, there are a number of parties that ResiManagement works with to provide services including repairs and maintenance. Importantly, due to its operating and investment models, in most cases neither Heylo nor ResiManagement appoints the Managing Agents of a block of flats and must influence better performance by the Managing Agents– often as an advocate for our residents.

2. Purpose

This policy provides a framework for Heylo to work with statutory partners and community stakeholders within neighbourhoods, outlining a collaborative approach.

3. Legislative and regulatory framework

The Neighbourhood and Community Standard sets out the following required outcomes which social housing providers must deliver:

- Safety of shared spaces:
Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
- Local cooperation:
Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide housing.
- Anti-social behaviour and hate incidents:
Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle antisocial behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.
- Domestic abuse:

Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

4. Policy Statement

Safety of shared spaces

Heylo will work with partners (including, but not limited to housebuilders, managing agents, contractors and local authorities) to keep places safe, clean, and accessible, ensuring the safety and cleanliness of all internal and external communal areas. Where issues are identified and Heylo is not responsible for the maintenance and safety of shared spaces, the relevant agency or partner will be identified and Heylo will communicate with them to rectify any outstanding issues.

Customers will be notified of their responsibilities within their lease with regard to keeping communal areas safe and tidy, and reporting communal repairs to the managing agent.

Local Co-operation

Where appropriate Heylo will work in collaboration with a range of partners at a neighbourhood level. Heylo will engage with customers to allow them to influence decision-making in their community.

Anti-social behaviour and hate incidents

Heylo has a separate Anti-Social Behaviour Policy accessible to customers on the website, and is committed to working in partnership with local authorities, police and other statutory agencies to contribute to wider community safety initiatives in areas of operation.

Domestic Abuse

Heylo's Domestic Abuse Policy outlines the role Heylo undertakes when customers experience domestic abuse. This includes a commitment to working with local authorities and partners to support customers.

5. Reporting and Monitoring

Key performance indicators are reported to Board and include:

- Satisfaction that Heylo makes a positive contribution to the neighbourhood
- Satisfaction that Heylo keeps communal areas clean and well maintained
- Satisfaction with Heylo's approach to anti-social behaviour handling

8. Review

We will review this Policy every two years, unless there is a significant development that would require a more urgent review e.g. new legislation or regulation.

Policy approval date:	25 September 2024
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Neighbourhood & Communities Policy Statement
September 2024

Policy review date	26 September 2026
Lead team	Property Management
Level of authorisation required (for review):	ResiManagement Customer Committee