

## Locality Management Policy

<b>Policy statement</b>	<p>This policy sets out how we will;</p> <ul style="list-style-type: none"><li>• Invest proactively in our existing homes and neighbourhoods to ensure they are safe, in good condition and continue to meet our customers' needs.</li><li>• Comply with the HCA Regulatory Requirements set out in the HCA's <a href="#">Neighbourhood and Community Standard</a>.</li></ul>
<b>Contents:</b>	<p>Our aims How we will achieve our aims</p>
<b>Legislative Requirements</b>	<p><a href="#">HCA's Neighbourhood and Community Standard</a>.</p>
<b>1. Our Aims</b>	<p>We want to;</p> <ul style="list-style-type: none"><li>• Use the assets in our communities to help customers support themselves and one another.</li><li>• Ensure communal areas not only meet Health and Safety standards but contribute to making the scheme a great place to live and one which our customers would recommend.</li><li>• Continually identify ways in which we might make improvements to our schemes.</li><li>• Consider local offers for service delivery and opportunities for customers to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate.</li></ul>
<b>2. How we will achieve our aims</b>	<p>To achieve our aims, we will;</p> <ul style="list-style-type: none"><li>• Understand the breadth of assets (people, spaces, buildings, services, activities) across our localities and make connections between people, events, activities and services.</li><li>• We will carry out regular site/scheme inspections – involving customers in these where appropriate, to ensure they are safe, clean and tidy.</li><li>• Prevent and tackle all forms of activity that has a detrimental effect on the locality– such as dumped rubbish, abandoned vehicles etc.</li><li>• Influence the design of new communal areas to ensure that they provide attractive and safe environments for customers.</li><li>• Provide funding to address identified areas for improvement and consult with customer on these where appropriate.</li><li>• Involve customers in specifying the type and standard of the grounds maintenance and cleaning services that are provided.</li></ul>