Policy

Nottingham City Council | Housing Services

Neighbourhood Policy
Nov 2026

Document title:	Neighbourhood Policy	
Issue date:	November 2026	
Version / issue number:	1.3	
Document status:	Issued	
Effective from date:	Nov 2026	
Date to be reviewed:	Nov 2028	
Scope of document:	Role of Nottingham City Council Housing Services in maintaining and improving the neighbourhoods associated with their homes	
Applicable to:	All of Group	
Author / reviewer:	Name:	Paul Howard
	Job title:	City Housing Manager
	Section:	TEM
Verifier:	Name:	Will Morritt
	Job title:	Head of Tenancy and Estate Management
	Section:	TEM
Teams affected:	Tenancy & Estate Management Services Risk Management Asset Management All NCCHS staff who visit our estates	

1.0 Introduction and background

1.1 This policy describes our approach to maintaining and improving the neighbourhoods associated with our homes. The policy also includes any communal areas associated with Nottingham City Housing Services properties.

1.2 Nottingham City Council Housing Services is ambitious for both our tenants and the estates we manage. Our Neighbourhood Management Policy will inform our approach to the management of our neighbourhoods.

1.3 Nottingham City Council Housing Services is clear about the direct connection that exists between how we manage our neighbourhoods and the effect it has on the health and well-being of our residents. We want to create successful and integrated neighbourhoods where residents will be proud to live and work.

1.4 Alongside the other departments in Nottingham City Council we are focused on achieving our aims of safe, clean, well-managed neighbourhoods.

1.5 Nottingham City Council has an aim to become a Carbon Neutral city. We will aim to ensure that the improvements we make are carbon neutral where possible or offset any environmental concerns with appropriate planting or other measures to reduce our carbon footprint

1.6 Related documents include the following:

- Communal Areas Policy
- Tackling Anti-Social Behaviour and Crime Strategy
- Eyes wide open policy

2.0 Scope

2.1 This Policy applies to all neighbourhoods where Nottingham City Council Housing Services has a responsibility for the condition of the neighbourhood. The policy specifically applies to Housing Revenue Account land and open spaces on behalf of Nottingham City Council

2.2 The Policy explains our structure and how we involve local residents in neighbourhood management.

2.3 This policy will comply with the Regulator's Neighbourhood and Community Standard through partnership working with our tenants and external organisations and our commitment to keeping neighbourhoods and communal areas clean and safe.

3.0 Neighbourhood Management and Partnership Working

3.1 Nottingham City Council Housing Services sees effective neighbourhood management as a positive partnership between ourselves, our tenants and residents and other partners working in the neighbourhood. We have a clearly defined partnership structure in place with other sections of Nottingham City Council and other partners across the City.

3.2 Nottingham City Council Housing Services has active representation from the Tenancy and Estate Management team at all Neighbourhood Action Tasking (NAT) meetings across the City and the service is structured and aligned to these partnership boundaries to ensure effective joint working practices

3.3 Our Estate Management Assistants carry out regular pro-active inspections of the neighbourhoods, identifying and resolving any health and safety issues, in partnership with NCC, and our Housing Patch Managers also identify and develop ideas for Decent Neighbourhood schemes and liaise with relevant stakeholders.

3.4 Neighbourhood improvements are delivered by our “Decent Neighbourhood” Programme. This programme defines our approach to working with local councillors, residents and the wider community to improve the safety, attractiveness and design of our estates and homes including works such as new fencing projects, paving improvements and external improvements to tenant’s homes and garages.

3.5 This” programme is supported by a design specification, based on our estate and stock archetypes to ensure that the improvements carried out are in keeping with the neighbourhood character.

3.6 Our on-going asset management programme transforms our independent living schemes across the city and delivers a full makeover to the visual appearance of both the buildings and the surrounding landscapes and amenity Housing Revenue Account land.

3.7 We have committed investments in our estates through our capital programme. This investment will have a significant impact on the long-term visual appearance of our estates and associated built environment.

3.8 Nottingham City Council’s Public Realm Services retain responsibility for maintenance of common amenity land on behalf of Nottingham City Council Housing Services under the terms of service level agreements.

3.9 Nottingham City Council Housing Services will continue to work with and support Nottingham City Council to identify and deliver a number of green flag awards across the City including green flag estates wherever possible. The community green spaces and estates awarded or working towards achieving an award will provide a significant benchmark for the visual appearance of the local environment

3.10 Nottingham City Council Housing Services' Tenant and Leaseholder Framework for Involvement and Influence offers a wide variety of accessible and inclusive opportunities for tenants and leaseholders to get involved, have a voice and influence service improvement and decision making in a way that suits them. They can do as much or as little as they wish. The framework specifically includes the neighbourhood representatives volunteer role. This is a fully supported and recognised role for residents who want make a positive contribution towards improving where they live including homes, blocks, streets and local neighbourhoods.

3.11 We engage with and support our tenants, community groups and volunteers to get involved in improving their local area. Local community and resident's groups deliver a wide range of projects and initiatives that help to improve the appearance of their estates through the delivery of community green projects. We also support residents and groups to get involved in neighbourhood days of action and community clean-ups. We have developed positive workings relationships with a variety of groups across the city to work collaboratively and to facilitate stronger engagement with our younger residents to support and encourage them to get involved in social action projects and place based community development projects.

3.12 All Nottingham City Council Housing Services staff also have a responsibility under our "Eyes Wide Open" initiative to report issues in the neighbourhoods that they find while carrying out their duties, even if their duties do not directly relate to managing our estates

4.0 Measurements

4.1 Nottingham City Council Housing Services will use a number of measurements to determine if the neighbourhood policy is successful. These measurements include but are not limited to:

Sustainability figures and void rates
TP10: Satisfaction that the landlord keeps communal areas clean and well-maintained

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
Percentage of garages that are vacant

4.2 We will also monitor customer satisfaction of service delivery through periodic surveys and by analysing trends in complaints, comments and compliments

Document Change History				
Date	**Issue No.**	**Section/Page**	**Details of Change**	**Authorised by**
24.3.22	2	3.4	Removed environmental improvement process	WM
16.9.24	3	Various	Changed wording to reflect new arrangement of NCCHS. Removed five star estate refs.	PH/WM
4/10/24	3	2.1	Clarified this policy applies to HRA land only	WM
13/11/26	1.3	All	Reviewed whole document	PH/KS