






1. Introduction

Sheffield City Council Housing & Neighbourhoods Services (H&NS) understands proactive neighbourhood management is integral to keeping our neighbourhoods attractive, safe, and clean. We believe that providing effective neighbourhood management is also an important part of providing better quality services for customers and acts as a deterrent to anti-social behaviour, neighbour nuisance, and crime. This policy explains how the H&NS will manage council housing estates and communal areas effectively to create and sustain, safe and vibrant neighbourhoods for our local communities to live, work and thrive in.

The Neighbourhood Management Policy provides clear guidelines and expectations for how we will maintain, manage, and improve our neighbourhoods. It will provide our approach to engaging and consulting with tenants and continuing to forge strong efficient working relationships with our partnership agencies to keep our customers safe and continue improving our neighbourhoods.

Our Values

There are 3 Sheffield City Council values that guide the way we work.

 <p>People are at the heart of what we do</p>	<p>At the core of our neighbourhood management policy is our commitment to you, our community. We believe in creating a thriving environment through open dialogue and genuine care for the wellbeing of every customer.</p>
 <p>Openness and honesty are important to us</p>	<p>Integrity and transparency drive our approach to creating safe, clean, and attractive neighbourhoods. By working together, we ensure that everyone is informed, involved, and invested in the progress of our community.</p>
 <p>Together we get things done</p>	<p>Achieving excellence in neighbourhood management is a collaborative effort. We are dedicated to engaging with you to identify and implement improvements, ensuring that our community is a place where everyone can enjoy and thrive.</p>

2. Regulatory Standards

This policy will be implemented and made available in compliance with the Regulator of Social Housing Neighbourhood and Community Standard and Transparency, Influence and Accountability Standard. These standards require that Social Landlords must identify and communicate to customers the roles we play in our neighbourhoods and how those roles will be delivered

The key themes in the Neighbourhood & Community Standard state that:

- Social Landlords must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
- Social Landlords must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

- Social Landlords must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

The Key themes in the Transparency, Influence and Accountability Standard state that:

- Social Landlords must treat tenants and prospective tenants with fairness and respect.
- Social Landlords must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenant, in relation to the housing and landlord services they provide.
- Social Landlords must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.
- Social landlords must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
- Social landlords must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

We will assess our performance on the Neighbourhood and Community Standards through various methods. We are currently conducting tenant satisfaction surveys to comply with regulatory requirements. These surveys, known as Tenant Satisfaction Measures (TSMs), are conducted via telephone, with approximately three hundred surveys completed each month. We ensure a diverse representation of customers across different demographics to gain a comprehensive understanding of their perspectives and experiences. The data collected from these surveys is then used to enhance and refine our services. Additionally, we employ alternative methods to gauge customer satisfaction, which are explained further in the performance monitoring section below. To learn more about these methods, please refer to the details provided.

3. Definitions

H&NS – relates to Sheffield City Council Housing & Neighbourhood Services.

The Council – relates to Sheffield City Council.

Customer – relates to Sheffield residents including Council tenants and Leaseholders.

Neighbourhoods – relates to areas that are the responsibility of H&NS and the housing revenue account to maintain.

Communal areas – relate to areas shared by customers to the area. This includes both internal and external areas such as communal gardens, drying areas, bin stores, internal stairwells, landings, lifts etc.

Shared Spaces – relate to areas of land adjacent to Council land which the Council do not own.

4. Policy Objectives

This policy has been developed to demonstrate our proactive approach to property and neighbourhood management, recognising the influence of the neighbourhood on the overall community health. Through effective collaboration with our customers and partners, we aim to establish secure and sustainable communities that nurture wellbeing and progress. This objective will be accomplished by creating meaningful opportunities for engagement and consultation, allowing customers and partners to jointly identify neighbourhood improvements and local priorities that will enhance the overall community experience. Our dedication to excellence is underpinned by the belief that community enjoyment of their neighbourhood is an important aspect of our commitment.

We are committed to:

- Developing a proactive approach to the management of Council properties and neighbourhoods.

- Managing the environment effectively with partner agencies and customers to create safe and sustainable neighbourhoods where people can thrive.
- Provide customers with clear guidelines and expectations regarding our responsibilities as a landlord delivering housing management functions within our properties and neighbourhoods.
- Ensuring all customers are aware of their respective responsibilities.
- Encouraging active customer involvement and consultation on aspects of neighbourhood management to identify improvements and work together to address local priorities.

5. Our approach to Neighbourhood & Community management.

Neighbourhood Walkabouts

H&NS will complete Neighbourhood Walkabouts in each neighbourhood twice per year. We will advertise Neighbourhood Walkabouts in a variety of ways such as via our website, on our social media platforms, in our electronic newsletters and with community partners to promote a diverse range of customers being in attendance.

Neighbourhood Walkabouts are a fantastic way for customers to engage with the housing service, to meet with Neighbourhood Teams, local Councillors, partner agencies and other community groups including Tenants and Residents Associations (TARAs) and have an in-person discussion highlighting issues within the neighbourhood that are important to them.

H&NS will actively encourage local Councillors, partner agencies and other relevant community groups to attend Neighbourhood Walkabouts as we feel that they play a pivotal role in achieving shared aims. Their active participation helps improve the overall quality and quantity of outcomes accomplished, while using our resources effectively. Where a community partner is not available to attend, we will ensure we share any relevant information that emerges with the appropriate agency.

Neighbourhood Walkabouts enable the H&NS to identify a range of neighbourhood issues such as graffiti, fly tipping, litter, individual property issues or green work issues etc first hand. They also provide a platform where we can proactively collaborate with customers and other partners to overcome issues identified quickly and efficiently.

Neighbourhood Walkabouts also help inform local neighbourhood plans. These plans allow us to identify small scale neighbourhood improvements or changes that can mitigate crime. We look to achieve these improvements through our Area Maintenance Allowance (AMA). If there are larger pieces of work that are out of the scope of the AMA these will be fed back to our Asset Management Team so they can take this information into account when considering larger investment opportunities.

When a Neighbourhood Walkabout is attended by customers / community partners, H&NS will agree what feedback is required, the format the feedback will take and the timescales it will be received in.

If you would like further information please contact your local Neighbourhood office via our website - [Neighbourhood offices | Sheffield City Council](#)

Neighbourhood Inspections

H&NS keep our neighbourhoods clean and safe by inspecting them in different ways. Our Neighbourhood Officers, Estate Officers and other housing staff work on our neighbourhoods and check the communal areas regularly. We report and sort out any problems quickly, and we work with all our partners to resolve issues efficiently.

We also regularly undertake quality assurance inspections to make sure that our staff and other council departments are taking care of the communal areas properly, as agreed in our service level agreements.

We carry out health and safety inspections on our blocks every 13 or 26 weeks to ensure that they are well-managed, well-kept, and safe for our customers.

We have staff on site every day, such as Neighbourhood Officers who visit our properties to complete regular Annual Visits and do other tasks. Our Neighbourhood Officers also look for and include any issues or improvements for our neighbourhoods through contributing towards a Neighbourhood Plan. This work is funded from our Area Maintenance Allowance (AMA), and we do it to continually improve our neighbourhoods making them better places for our customers.

We also have Repairs officers who carry out responsive repairs in our properties and communal areas, and estate staff who clean the communal areas and deal with urgent issues like fly-tipping and management of shared waste facilities. Our staff know how to spot and report problems, and we check how well they follow our Key Performance Indicators which set out how quickly we will complete work once reported to us.

H&NS regularly communicate with our partner organisations about local issues, the work they do for us, the service standards, and our priorities. We also use these discussions to manage their performance and plan their work for the next period.

If you would like further information about Neighbourhood inspections, please contact your local Neighbourhood office via our website - [Neighbourhood offices | Sheffield City Council](#)

Communal ground maintenance

H&NS want our properties and communities to be attractive places to live in. We aim to keep the grounds and open spaces we are responsible for well maintained.

We currently offer a range of services which keep our estates as attractive and pleasant as possible, for everyone who lives and works on them.

For example, we will:

- Sweep and clear litter from communal car parks, paved areas, and drying areas.
- Remove litter from grassed areas and shrub beds.
- Remove/cut back bushes and shrubs to ensure that all areas are clear and safe to access.
- Ensure grass cuttings are blown off access paths.

H&NS is responsible for overseeing the grass cutting and gardening activities in communal garden areas and open green spaces that we are responsible for within the community. Currently we have a service level agreement with Parks and Countryside Service, who conduct these tasks on our behalf. Parks and Countryside Service is also responsible for managing, maintaining, and enhancing Sheffield's parks and recreational green spaces.

H&NS is dedicated to upholding a high standard of service delivery by Parks and Countryside Service, in accordance with the terms outlined in our service level agreements. To achieve this H&NS will focus on maintaining our strong relationship between our organisations. This will involve regularly inviting Parks and Countryside Service to participate in Neighbourhood Walkabouts, where they can have a visible presence and interact with customers. Additionally, H&NS will conduct regular quality assurance inspections of the neighbourhoods. These inspections will help to identify any areas for improvement and allow for open communication between H&NS and Parks and Countryside Service to address concerns or issues that may arise via our regular partnership meetings.

If you would like further information about communal ground maintenance, please contact your local Neighbourhood office via our website - [Neighbourhood offices | Sheffield City Council](#)

Trees

H&NS will ensure that all trees on our communal areas and neighbourhoods are kept in an acceptable condition and do not put people or property at risk.

Sheffield City Council (the Council) has adopted the Corporate Tree Risk Management Strategy. The strategy aims to assess and measure risk in the tree population for which the Council has responsibility.

H&NS work with a Arboriculturist tree expert from the Parks and Countryside Service. They help us make decisions about trees and undertake tree inspections and surveys on trees located on H&NS maintained Council land, to ensure public safety through the appropriate management of risk. In most instances the inspection process is based on risk assessment procedures with inspections occurring every 1-5 years depending on site priority.

Under the existing Council Tenancy Conditions, all Council tenants are expected to keep gardens tidy and not allow them to become overgrown including the trimming of hedges, bushes, and shrubbery. However, Council tenants are not allowed to plant or cut down any tree without H&NS permission. As part of the existing Service Level Agreement between H&NS and the Parks and the Countryside Service, trees in tenanted gardens are subject to routine inspection to detect and reduce risks to health and safety or potential damage to property. H&NS will maintain trees in the boundary of a tenancy where they are causing a danger or damage.

Council tenants can make requests for pruning works to the relevant area housing office. Each request will be investigated in conjunction with the Arboriculturist tree expert and any decision to conduct work will be based on the individual circumstances of the case presented.

H&NS will not work on trees unless they pose an unacceptable risk. Things like trees causing too much shade or dropping leaves are not health and safety risks. We will focus on health and safety work for issues such as:

- trees that have fallen or are about to fall.
- trees that are not stable
- branches that are broken, hanging, or fallen
- trees that are dead, dying, or sick
- branches that are too low over paths in parks, woodlands, or open spaces
- branches that touch property

If there are issues with trees in the boundary of a property that is privately owned, H&NS we will refer them to the Environmental Protection Service for more investigation.

You can find more information on how to report any tree concerns via our website [Problems with plants, trees, weeds and grass | Sheffield City Council](#) or by contacting your local Area Office for trees located in tenanted gardens.

Garden Maintenance

Our goal at H&NS is to create thriving and enduring neighbourhoods that offer safe, clean, and attractive environments where people want to live. We acknowledge the beneficial effects that well-maintained green spaces can have on our communities.

H&NS is committed to ensuring Council properties' gardens to meet the lettable standards. Additionally, H&NS will undertake the maintenance of Council owned communal gardens in accordance with existing service level agreements that we hold with the Parks and Countryside Service.

All Customers share a responsibility for preserving the upkeep of their neighbourhoods. This includes the following responsibilities:

- Ensuring that their gardens and driveways are properly maintained and free from excessive growth, untidiness, rubbish, or bulky items.
- Responsibly disposing of all waste and unwanted items, including the appropriate disposal of bulky items.

- Promptly reporting any known issues related to neighbourhood management to H&NS by visiting our website - [Neighbourhood offices | Sheffield City Council](#)

By fulfilling these responsibilities in a timely manner, we can collectively contribute to the enhancement and maintenance of our neighbourhoods.

Our Tenancy Conditions set out what we expect from our Council tenants and our responsibilities as a landlord. Full details of Sheffield City Council Tenancy Conditions (You and Your Home) are listed on our website - [Your responsibilities as a tenant | Sheffield City Council](#)

H&NS will oversee the maintenance of gardens on Council properties using our untidy garden procedure. Our main objective is to promptly address and rectify any gardens that do not meet our standards in collaboration with our Council tenants. We will personally visit any Council properties that have been reported to us or we have witnessed independently to evaluate the garden condition and identify the underlying causes. We will also take into consideration any vulnerabilities and initiate any required support mechanisms. Based on our assessments we will provide guidance on the necessary actions to restore the garden to an acceptable state. Throughout this process we will work closely with our Council tenants to ensure compliance until the required actions have been completed. However, if our Council tenants fail to cooperate despite the support provided, enforcement measures will be taken in accordance with the terms and conditions of the tenancy agreement.

The Council offers a garden waste disposal service for our customers. Customers who want to use this service must subscribe to our green bin collection service and pay an annual fee. For more details, please visit our website - [Garden waste and green bins | Sheffield City Council](#)

If customers have bulky items that require disposal, like furniture and electrical goods, we have a bulky waste collection service. Alternatively bulky waste can be disposed of at one of our household waste recycling centres. Further information on this service can be found on our website –

[Bulky waste collection | Sheffield City Council](#)

Fly tipping.

H&NS will take all reports of fly tipping seriously and will ensure that swift action is taken to deal with the issue quickly and efficiently within twenty-four hours of it being reported to us.

When people illegally fly tip, it makes our neighbourhoods look unwelcoming and untidy. The rubbish not only looks unsightly but can attract vermin, such as rats and mice and present a fire hazard.

Customers are responsible for disposing of their household rubbish appropriately. This includes general household rubbish, green waste, and large household items such as furniture etc. Customers should not fly tip/dump black bags or other waste in the communal areas or next to the rubbish chutes or bin rooms and dispose of their refuse using the rubbish chutes or bins provided.

H&NS actively supports Council tenants in the disposal of their waste by offering one free bulky item collection service (of up to 12 items) every twelve months. Alternatively, customers can use local recycling sites located across the city. Full details of our local recycling sites can be found on our website –

[Bins, waste and recycling services | Sheffield City Council](#)

H&NS is committed to acting on all reports of fly tipping. We will promptly address these reports by working with our Waste Management Team and Environmental Protection Services teams to conduct a thorough investigation of the incident. In instances where the individual involved are identified H&NS will look to take the appropriate action in conjunction with Waste Management Team and Environmental Protection Services teams. In cases where identified individuals are a Council tenant, we may act against their tenancy or charge them for the associated removal costs.

If we are unable to identify the individuals involved, we will ensure that the dumped items are removed within twenty-four hours. Additionally, we will continue to monitor the area to prevent further instances of fly tipping.

H&NS will tackle fly tipping issues promptly and efficiently. We will cooperate with our partners to prevent fly tipping from recurring and improve the security of the areas by using our Neighbourhood Plans to bring about positive changes. H&NS aim to maintain the cleanliness and attractiveness of our neighbourhoods, ensuring a safe and pleasant living environment for all residents.

Customers can report the illegal dumping of waste (fly-tipping) on the highway, roads, lanes, verges and public rights of way via our website – [Report fly-tipping \(sheffield.gov.uk\)](https://www.sheffield.gov.uk/report-fly-tipping)

Dog Fouling

H&NS will collaborate closely with our colleagues in Environmental Protection Services to investigate all concerns received into service concerning dog fouling within our neighbourhoods. Dog fouling is unattractive and affects the overall condition of our neighbourhoods.

H&NS will support our colleagues in Environmental Protection Services to identify dog owners that are not responsibly cleaning up after their animals. Environmental Protection Services aim to respond to all complaints within 28 days of receiving the complaint. If the report is a new or isolated incident, the information will be used to help build up a picture of where the problem "hotspots" are.

It is an offence for a dog owner not to clean up immediately after their dog in public places such as roads, estates, footpaths, and parks. Failure to clean up can result in a £50 fixed penalty on-the-spot fine, or prosecution and a fine of up to £1,000.

Additionally, if offenders are found to be Council tenants' action may be taken against them for breach of their Tenancy Conditions in accordance with our anti-social behaviour policy.

Further information concerning dog fouling can be found on our website –

[Dog fouling | Sheffield City Council](#)

Playgrounds

There are over one hundred children's playgrounds in Sheffield's parks and open spaces and twenty-four currently located on housing land. H&NS consider playgrounds as areas with just one or two pieces of equipment up to multi use games areas.

H&NS currently have a service level agreement with Parks and Countryside Service to manage and maintain our playgrounds, with staff accredited in line with RoSPA standards. The Royal Society for the Prevention of Accidents (RoSPA) aims to save lives and prevent life-changing injuries which occur as a result of accidents. This involves providing emergency response to any issues reported, inspecting playgrounds, maintenance of equipment and facilities provided and ensuring all new playground equipment complies with European Standard EN1176/7.

H&NS are committed to promptly addressing any problems identified in our playgrounds, alongside our colleagues from Parks and Countryside Service to ensure the safety of our valued customers and their families.

Furthermore, there is a small annual fund specifically dedicated to developing playgrounds for improvements, upgrades, and new installations that enrich the overall experience for the wider community. We believe that playgrounds should be vibrant, inclusive, and accessible spaces that bring joy and recreation to people of all ages.

When considering development projects for new areas or the enhancement of existing ones, we actively consider the needs and desires of the community. We conduct thorough research, engage in community consultations, and seek input from stakeholders to ensure that our initiatives align with the requirements and aspirations of customers. By doing so, we aim to create playgrounds that cater to the specific preferences and interests of the community, fostering a sense of ownership and pride among its members.

You can find more information about neighbourhood playgrounds by contacting your local neighbourhood office - [Neighbourhood offices | Sheffield City Council](#)

Internal Communal areas

H&NS aim to keep internal communal areas safe, clean, and attractive for the enjoyment of our Council tenants and Leaseholders in flats and maisonette blocks owned by the Council. To achieve this, we will complete regular Health & Safety inspections to ensure our Council blocks are clean, in a good state of repair and safe for customers to use.

H&NS staff will document all maintenance and repair concerns of internal communal areas during our Health & Safety Inspections, especially those that may pose health and safety risks. These issues will be promptly reported to our Repairs Service for resolution.

During the inspections H&NS will also check to make sure that internal communal areas are free from obstructions, tripping or fire hazards which could hamper fire evacuation. This could include things such as bicycles and pushchairs. H&NS operates a communal area policy where storage of general items is not permitted.

Items permitted in internal communal areas of flats and maisonette blocks owned by the Council include:

- Door mats – no larger than 60cm x 45cm with a non-slip back and preferably with a bound or sealed edge.
- Non-combustible plants/plant pots that are placed safely away from walkways so that they are not a hazard if a fire breaks out are acceptable.

For Council tenants and Leaseholders living in blocks of flats and maisonettes owned by the Council, mobility scooters should be stored inside their home. They must not be stored in the internal communal areas of flats and maisonettes owned by the Council.

If items are found in internal communal areas H&NS will attempt to contact Council tenants and Leaseholders in person or by letter to instruct them to remove immediately. Failure to do so may result in items being removed by H&NS after an agreed amount of time and the Council Tenant or Leaseholder may incur charges for removal.

Health & Safety inspections operate on the following schedule.

Tower blocks – every 56 days.

General blocks – 6 monthly or 3 monthly if the block has been identified as having issues such as anti-social behaviour etc.

H&NS will also actively report communal repairs once they have been identified.

The Council will repair the following:

- the structure and outside of the building, including shared parts, (roof, outside walls, outside doors, windows, chimneys, and chimney stacks, drains, gutters and outside pipes)
- inside walls, skirting boards, doors, door frames, floors, and ceilings.
- electric wiring, sockets, light fittings and gas and water pipes
- pathways and steps which are the main means of getting to your home.
- shared television aerial or shared satellite dish we have provided.
- supporting or retaining walls, and boundary walls and metal railings to the property

H&NS strongly encourages customers to report any communal area issues at the earliest opportunity to enable us to respond to this as quickly as possible. For repair related issues customers can contact our repair service directly via our Repairs Call Centre or alternatively for non-repair issues customers can contact the local Neighbourhood Team - [Neighbourhood offices | Sheffield City Council](#)

Customers can assist us in keeping our communal areas secure by ensuring communal doors always remain closed and by not permitting block access to unknown individuals.

Further information concerning fire safety in flats and tower blocks can be found on our website –

[Fire safety in flats and tower blocks | Sheffield City Council](#)

Cleaning communal areas

H&NS want to make sure that all our Council Tenants and Leaseholders get a first-class service. We aim to maintain the highest possible standard of cleanliness in block cleaning.

We will keep clean:

- stairs
- windows
- railings
- internal walkways
- lifts
- walls
- doors
- lobby areas

We will also take prompt action to ensure that blocked rubbish chutes are cleared to prevent any build-up of waste.

Our Estate Officers currently work to the following block cleaning schedule:

Low rise blocks – once every 13 weeks.

High rise blocks (Maisonettes) – full cleans and spot cleans on a weekly cycle.

Tower blocks – daily

If, however, Council tenants and Leaseholders feel that the cleanliness of the block is in an unacceptable condition, or there has been an incident of some description we encourage customers to contact us straight away to discuss their concerns further. This can be done by contacting the local neighbourhood office -

[Neighbourhood offices | Sheffield City Council](#)

Emergency response to communal issues

H&NS will respond straight away to reports which require an emergency response relating to communal areas within the neighbourhoods we manage. This may include but is not limited to graffiti, health & safety issues, needles, spillages and other hazardous materials.

We will:

- Remove needles and syringes within half a working day.
- Paint out or remove offensive graffiti within one working day.
- Paint out or remove non offensive graffiti within two working days.

H&NS closely monitors and regulates performance against our key performance indicators to ensure that we meet our response targets. This involves regular tracking and evaluation of our progress against these targets. By doing so, we can identify any areas where improvement is needed and take appropriate actions to address them. Our goal is to consistently meet our response targets and provide the highest level of service to our customers.

H&NS actively encourages customers to report and provide information relating to incidents of environmental anti-social behaviour they witness to both H&NS but also other relevant agencies such as Environmental Protection Services or South Yorkshire Police. H&NS will actively investigate all reports received and look to work with any individuals identified to prevent the issue from reoccurring. This may be in the form of customer support or in some cases, we will take relevant action on individuals, under their

tenancy agreement conditions and our anti-social behaviour policy. Where required H&NS will also work with other agencies to take appropriate action.

To report issues to the local neighbourhood office please visit [Neighbourhood offices | Sheffield City Council](#)

Waste Management

H&NS work in partnership with the Waste Management Team and Veolia to provide waste and recycling services to all households in Sheffield. Our three main objectives are to reduce waste, help residents to recycle and minimise the amount of waste sent to landfill.

It is the customer's responsibility to ensure that the correct bins are at the pavement for collection, unless the customer has assisted collections which have been arranged and agreed upon with Veolia prior to the collection. For bins situated at flats and tower blocks, Veolia will move bins to the pavement on collection day and then return them after emptying.

Customers should not put extra waste or recycling next to the bins as this will not be taken. If customers are identified as not disposing of their waste correctly, we may charge them for the associated removal costs. Large items should be disposed of at a Household Waste Recycling Centre, or customers can arrange a bulky waste collection.

Veolia will not empty the bins if the lids are not closed fully.

Customers are advised to ensure that recyclable materials are placed in the appropriate bins. Incorrect disposal of items in recycling bins will result in Veolia treating them as non-recyclable general waste. Each property is entitled to a complimentary bin reset once every 6 months, as stated in the service agreement with Veolia. Any additional resets requested by customers will be subject to charges.

More information about bins, waste and recycling services is available via our website –

[Bins, waste and recycling services | Sheffield City Council](#)

Pest and infestation issues

H&NS is aware that pests can disrupt the enjoyment of our communities and homes. We are dedicated to resolving any pest infestation issues with speed and efficiency. To prevent pests on Council owned sites, H&NS will conduct routine inspections of communal areas for pest indications and address them without delay. We will also ensure the prompt removal of waste and the regular emptying of bins. Additionally, we will explore strategies to prevent recurring problems for large scale pest problems.

H&NS currently works in partnership with Environmental Protection Services to manage pest control issues.

We encourage our customers to play a role by properly disposing of waste, ensuring their properties, gardens, and driveways remain clear of household waste that could attract pests, and by keeping their external areas free from debris that could serve as nesting grounds for pests.

Council tenants and leaseholders can actively contribute by reporting any pest sightings to our Neighbourhood Offices immediately and assist H&NS and Environmental Protection Services during pest inspections or treatments as needed.

Customers who are not Council tenants or Leaseholders should report of any pest sightings or issues directly to Environmental Protection Services.

Council tenants and Leaseholders are usually directed to Environmental Protection Services, where call centre staff will discuss any applicable fees. Customers receiving income-related benefits may qualify for discounts, subject to proof of eligibility. In cases where infestations arise from circumstances outside the Council tenant or leaseholders' control, like building maintenance defects, H&NS will cover the expenses. However, there may be situations that require further investigation by both H&NS and Environmental Protection Services.

If you require further information concerning pest control please contact the neighbourhood office [Neighbourhood offices | Sheffield City Council](#) or visit our website - [Pest control advice and information | Sheffield City Council](#)

Parking & vehicles

H&NS recognise that problem vehicles can be a blight on local neighbourhoods. They are health and safety hazards, may attract anti-social behaviour and make an area less attractive.

Abandoned Vehicles - Sheffield City Council's Waste Management Team or South Yorkshire Police are responsible for the removal of vehicles that obstruct the highway, appear suspicious, or have been damaged by fire. H&NS will investigate if a vehicle is suspected to be abandoned on Housing Revenue Account land and does not fall under police jurisdiction. Signs of abandonment include broken windows, missing number plates, flat or missing tyres, and overall poor condition. The Waste Management Team will assist in further investigation and removal if necessary.

Untaxed Vehicles - H&NS will investigate and report untaxed vehicles, or those declared off-road (SORN) but parked on public roads, to the DVLA for action and potential removal.

Nuisance Vehicles - These are vehicles parked in a manner that causes inconvenience to others, such as blocking access or occupying multiple spaces. Tenancy conditions prohibit parking on communal areas unless within a designated space.

Customers are required to adhere to the following parking principles:

- Park only in designated areas or spaces.
- Park considerately, without occupying more than one space or causing obstruction.
- Avoid parking on grass verges to prevent damage to vegetation and underground utilities.
- Remove any vehicle-related debris or spills from the vehicle.
- Disabled parking spaces are reserved for blue badge holders only.

Customers are reminded that waiting restrictions, indicated by yellow lines, apply to the entire width of the public highway, including the verge on the same side of the road.

For comprehensive information on abandoned vehicles or information relating to parking including the application process for disabled parking bays and blue badges, please visit our website [Abandoned vehicles | Sheffield City Council](#) / [Parking | Sheffield City Council](#)

If you would like to discuss a problem vehicle situation in a neighbourhood please contact the local neighbourhood office [Neighbourhood offices | Sheffield City Council](#)

Garages

H&NS will ensure the upkeep of all garages that fall under our responsibility to maintain the overall aesthetic of the neighbourhood. The term "garages" includes any garages owned by the Council or constructed on designated garage plots.

To rent a garage from the Council, customers should contact their local neighbourhood office [Neighbourhood offices | Sheffield City Council](#). If there is no garage available on the preferred site, customers can join a waiting list and we will notify them when a garage becomes available.

These garages are intended solely for the storage of motor vehicles and cannot be used for commercial purposes. However, Council garage tenants are permitted to perform routine maintenance on their own vehicles within these garage sites. It is important to note that caravans stored on garage plots must not be occupied. In cases where Council garage tenants have limited mobility, a garage site may be used to store mobility scooters.

Council garage tenants are expected to always keep their garages clean and tidy. Additionally, Council garage tenants must comply with the conditions outlined in the garage tenancy agreement. Failure to do so

may result in further actions being taken in relation to the terms of the garage tenancy, as H&NS acknowledges the impact garages can have on the overall appearance of the neighbourhood and will ensure these are maintained to a satisfactory standard.

Street lighting & Roads

H&NS recognises the impact that street lighting and road conditions can have on the safety of our customers and the overall neighbourhood. Although H&NS is not personally responsible for these services, we understand the importance of working with the appropriate agencies to ensure the best possible highway provision for our communities.

In this regard, H&NS will work closely with Amey, who delivers our Streets Ahead contract. By partnering with them, we can help direct any concerns related to street lighting and road conditions and work together to enhance the safety and well-being of our customers.

Streets Ahead is a city-wide highways maintenance contract that is upgrading and then maintaining the condition of our city's roads, pavements, street lights, bridges, and other items on or around our streets.

The aim of this contract is to maintain and upgrade:

- road and pavements.
- gritting and snow clearance.
- bridge and other road-side structures.
- roadside trees and verges.
- traffic lights and road signs.
- street lights.
- road drainage.
- street cleaning.
- street furniture including nameplate, bollards, safety fences, barriers, and benches.

Further information about Streets Ahead can be found on our website at - [Streets Ahead | Sheffield City Council](#)

CCTV

Most of the Council's CCTV cameras are installed across the City Centre to help monitor public spaces and highways.

The Council also have other types of cameras in operation:

- bus lane enforcement cameras and automatic number plate recognition cameras to help traffic management (these do not record footage)
- Urban Traffic Control cameras which monitor and control the flow of traffic (these do not record footage)
- security cameras in and around council properties (commercial and residential)
- body worn cameras used to support our frontline enforcement officers.

Where CCTV is in operation, we have signs to let you know.

H&NS Council Tenants and Leaseholders can request permission to install domestic CCTV on their individual properties by contacting the local neighbourhood office - [Neighbourhood offices | Sheffield City Council](#). H&NS will consider all domestic CCTV requests but are not obliged to grant permission. As part of this permission process H&NS will give advice on the CCTV owners responsibilities and direct them towards Information Commissioner's Office guidance and the possible outcomes and penalties around non-compliance.

For more information about the Information Commissioners Office guidance and the Government guidance on the use of domestic CCTV, please visit [Domestic CCTV systems | ICO](#) / [Guidance on the use of domestic CCTV - GOV.UK \(www.gov.uk\)](#)

If you are not a Council tenant or Leaseholder and wish to install CCTV, it is advised that you refer to both sets of the guidance above and consult with your landlord if renting.

Anti-social behaviour and community safety

H&NS believes that everyone should live in strong and connected neighbourhoods that they are proud to call home. We recognise that anti-social behaviour caused by a few customers can cause disruptions and distress to others. It can also damage the long-term sustainability of communities and affect our ability to let our properties.

We are committed to reducing anti-social behaviour in our neighbourhoods and ensuring they are safe places for customers, staff, and visitors alike. We are determined to proactively prevent anti-social behaviour and, if it happens, take swift and effective action to find a lasting solution.

Our main goal is to protect vulnerable people and address the impact of anti-social behaviour, minimising the harm suffered by victims, communities, and sometimes, the perpetrators of the behaviour. By working with other organisations, victims, witnesses, and community members, we aim to make a positive difference to their overall well-being and ensure the long-term success of our neighbourhoods, so that they become great places for all customers to live and flourish.

H&NS has a dedicated citywide policy that outlines how we will deal with anti-social behaviour effectively.

You can find further information regarding our approach to anti-social behaviour and community safety on our website - [Anti-social behaviour and community safety | Sheffield City Council](#)

The Anti-Social Behaviour Policy shows how H&NS, the Anti-Social Behaviour Team, the Community Safety Team and Environmental Protection Services will work together to:

- Cooperate with residents and communities to help them cope with and resolve anti-social behaviour.
- Adopt a harm-centred approach, where we assess the behaviour and the harm it causes when making case management decisions, such as whether a report is anti-social behaviour, how we categorise it, and what action we take.
- Take suitable action to resolve anti-social behaviour, with an aim to intervene early and prevent its escalation using informal and restorative solutions.
- Work in partnership with key partners and stakeholders to tackle anti-social behaviour.

The Anti-social behaviour policy clarifies the roles and responsibilities of H&NS and our partners in detail. It covers the duties and expectations of customers and how we work with vulnerable people. It also explains how we take enforcement actions and the different options we have. The policy emphasises our partnership approach to addressing anti-social behaviour and the factors we consider when closing an investigation.

If you would like to report instances of anti-social behaviour please contact the local neighbourhood office [Neighbourhood offices | Sheffield City Council](#)

Annual Visits

Historically H&NS have conducted Annual Visits to all Council tenants, more recently this has altered to annual or bi-annual visits dependant on individual circumstances as described later in this section.

However, for the purpose of this document we will refer to these visits as Annual Visits.

H&NS will conduct Annual Visits to all customers who hold a council tenancy, generally once every one to two years. Depending on individual level of support needs, some tenants may receive visits annually or more frequently as needed..

The primary goal of these visits is to provide personalised support to ensure that tenants have access to the necessary resources and assistance to sustain their tenancies. By enhancing their sustainability and providing the necessary support, we aim to enable customers to feel empowered and make positive strides in their lives. This approach acknowledges the unique needs of each tenant and seeks to provide the appropriate level of assistance to help them overcome challenges and achieve their goals.

The Annual Visit serves multiple purposes. Firstly, we aim to remove any obstacles that may prevent our tenants from accessing the services they require. Secondly, we want to ensure that the needs of the whole household are being fully supported, offer guidance, and direct or refer towards appropriate agencies. Lastly, we also want to ensure that the tenancy is being maintained to a satisfactory standard in line with the tenancy conditions, guaranteeing the tenant's comfort and our commitment to their well-being.

During the Annual Visit discussion H&NS will discuss several different themes relating to our tenancies including:

- Property, repairs & gardens.
- Finance, rent and employment
- Health, wellbeing & social inclusion
- Other occupants and children

The outcome of an Annual Visit will be tailored to and based on the discussions held. While some tenants may be self-sufficient with no identified needs, others may require varying levels of support—from minimal assistance to address specific issues, to more comprehensive and formal support for those with multiple concerns. In cases where tenants are in crisis, an intensive and sustained support approach will be coordinated with H&NS and additional agencies. We are committed to the early identification of safeguarding concerns, ensuring that vulnerable individuals are connected with the safeguarding partnership to receive the full range of necessary support.

Annual Visits are a valuable tool for H&NS to connect with our customers at a closer level. It provides us with an opportunity to form a two-way connection, measuring our awareness of, and alignment with our tenants' needs and values. The Annual Visit discussion information helps to contribute to future service planning and development, with the aim of being able to improve and change our service so that tenants have a better overall experience.

6. Customer involvement & consultation.

H&NS values are centred on putting people at the heart of what we do. Our commitment goes beyond just providing services. We strive to actively participate in the community and contribute to driving positive changes and improvements. To achieve this, we engage our customers in a variety of ways.

- Promoting reporting – We will proactively encourage reporting among all customers, urging them to come forward with any comments, suggestions, concerns, or issues. By doing so we can ensure appropriate actions or a thorough investigation is completed where necessary.
- Working with local community organisations - Collaborating with community organisations, Local Area Housing Forums and Tenants and Residents Associations to understand and explore their views on what needs to be improved in neighbourhoods, what the priorities for improvement are and consulting of how best to achieve this.

- Neighbourhood Walkabouts - Encouraging customers, local councillors, and other community partners to attend published Neighbourhood Walkabouts, with a view to better understanding issues, encouragement of open dialogue and a focussed approach on resolving issues.
- Tenant satisfaction measures - Gathering customer satisfaction information to understand areas of good and poor performance and analysis of data to improve our strategies, procedures, and services.
- Partnership working with our Local Area Committees - Collaborative working with Local Area Committees is undertaken to guarantee that the process of determining local priorities at a neighbourhood level will be replicated by H&NS and mirrored as our own priorities in conjunction with Local Area Committees where appropriate.
- Customer Engagement Strategy – we will adhere to our Tenant and Leaseholder Engagement Strategy to enhance our approach in engaging with customers. We establish transparent customer expectations regarding their involvement in our work and their influence over the delivery of our services.
- When we are reviewing our services or identifying improvements, we will provide information and consult with customers in a variety of ways.
This can include:
 1. Meetings
 2. Consultation with local Tenants and Residents Associations and other customer representative groups
 3. Reporting neighbourhood performance at Local Area Housing Forums
 4. Surveys (online, telephone or postal)
 5. Discussions at local ward community meetings such as Community Action Groups, Crime and Vulnerability Groups & Local Area Committee meetings.
 6. Information shared online via our website, social media platforms and in our electronic newsletters.

You can find out more about our engagement strategy via our website - [Tenant and leaseholder engagement | Sheffield City Council](#)

7. Partnership working

H&NS recognise that to provide effective neighbourhood management we need to work in collaboration with our partners. Key partners who will support us in managing our neighbourhoods include:

- Other internal Teams across Sheffield City Council such as Environmental Protection Services, Social Care and Parks and Countryside Service.
- South Yorkshire Police
- South Yorkshire Fire & Rescue Service
- Various support agencies covering a range of specialities such as tenancy support, financial support, mental health services, domestic abuse support and substance use services.
- Other registered providers which operate in and around our neighbourhoods.
- Tenants and Residents Groups
- Local voluntary organisations
- Elected members.

H&NS will work with partners in a variety of ways to:

- Form strong relationships with customers, community partners and stakeholders.
- Research, create and suggest solutions to improve communities and customer sustainment, satisfaction, and performance.

- Provide strong links and promotion of opportunities that improve social, environmental, and economic wellbeing.
- Support the delivery of neighbourhood regeneration.
- Encourage resident involvement and engagement so neighbourhoods become more self-sufficient.

H&NS are dedicated to working with our partner agencies, contributing, and complimenting the services we deliver, providing a high-quality service that is accessible for all customers. These collaborations are key in ensuring we manage our neighbourhoods in a sustainable way keeping our customers safe from harm, reducing anti-social behaviour, reducing barriers for customers accessing services, maintaining, and improving the overall appearance of our neighbourhoods for the enjoyment of the wider community ensuring our neighbourhoods are vibrant and places that people are proud to live in.

H&NS will engage in collaborative efforts with stakeholders regarding shared spaces that are adjacent to Council land but not directly under H&NS control. These shared spaces may fall under the authority of other council departments or separate organisations, including other registered providers. H&NS acknowledges that these shared spaces can have both positive and negative impacts on our neighbourhoods, potentially influencing the level of enjoyment experienced by our customers. To address this, we will actively seek to understand the ownership of these shared spaces and establish partnerships with relevant stakeholders. Through regular meetings and open communication, we will work collectively to ensure that our neighbourhoods meet high standards. These efforts will involve addressing any concerns and sharing best practices to enhance the overall quality of our community spaces.

8. Staff communication

H&NS will communicate this policy with our staff internally during team meetings and service improvement groups and via our internal systems. It will be published on our in-house intranet and be stored on the digital ring binder to make sure it is easy for staff to access it.

H&NS will ensure that effective training of this policy is delivered to all staff across a mixed platform which will include team briefings, embedded within required learning plans, tool box talks and on the job training.

9. Performance management

H&NS understands that effective performance monitoring is key to improving outcomes for customers and communities. Good performance management focuses on progress and change which will equip us with the information required to make decisions and encourage change.

H&NS will use the following non exhaustive list to measure and monitor our performance:

- Tenant Satisfaction Measures (TSMs) – TSMs enhance transparency in our performance for our customers. At present, all our surveys are conducted through telephone interviews, with approximately three hundred surveys completed every month across various customer demographics. Once the monthly data is compiled, it is promptly shared with the relevant teams and services, enabling them to carefully review, analyse and gain insights from the feedback provided by our customers. Following these reviews, if appropriate, we may reach out to consenting customers to further discuss their survey responses, aiming to directly enhance their individual customer experience. Furthermore, we use the collective data to highlight areas of good or poor performance and continuously improve our services and guide procedural changes.
- Anti-Social Behaviour surveys - Our Anti-Social Behaviour service aims to meet our customers' needs and expectations. To assess how well we are doing, we will ask some of our customers to complete a survey about their experience with us after we close their case. We will update the survey questions as needed to match the national standards for measuring customer satisfaction.
- General feedback and complaints – Feedback and complaints play a vital role in providing valuable insights into areas where our service can be improved. They serve as indicators of both commendable and poor performance, enabling us to identify and address any issues that arise. Additionally, they

help us recognise any instances of service failure, allowing us to take swift action to rectify the situation and ensure customer satisfaction.

- Neighbourhood Walkabouts – Neighbourhood walkabouts are an effective means of regularly monitoring and reviewing the overall quality of our neighbourhood. By assessing properties, open spaces, and communal areas, we can ensure that they are being properly maintained to a high standard. These walkabouts also provide us with the opportunity to identify areas that require improvement and help inform small-scale neighbourhood improvement initiatives. Additionally, the insights gained from these walkabouts can contribute to the planning of larger-scale projects. Moreover, these activities allow us to connect with our communities and partner agencies, fostering better collaboration and understanding.
- Mystery Shoppers – By implementing mystery shoppers, we can offer our customers the opportunity to access our services and provide feedback on their customer experience. This feedback serves as a valuable record that we can use to gather data on areas that are performing well. We can then use this information to promote these positive aspects to both our customers and staff, reinforcing good practices and building customer satisfaction. Additionally, mystery shoppers can help us identify areas that require improvement. By highlighting these areas, we can take necessary steps to address any shortcomings and ensure consistency in the services we provide. This feedback loop allows us to continually improve and enhance the overall customer experience.
- Quality assurance inspections on service level agreements – Completing quality assurance inspections on service level agreements allows us to effectively monitor the performance of our partners in meeting the agreed service level standards. These inspections serve to assess whether our partners are delivering the services as per the agreed terms and conditions. By conducting these inspections, we can identify areas of good practice where our partners are excelling in meeting the service level agreements. This enables us to acknowledge and promote these positive practices, which can further enhance the overall service delivery and customer satisfaction. Moreover, quality assurance inspections also help us pinpoint any areas of poor practice that may be affecting the service delivery. By identifying these issues, we can take necessary actions to address and eliminate them, ensuring that the service level agreements are met consistently. Quality assurance inspections on service level agreements play a crucial role in monitoring and improving the performance of our partners, enabling us to maintain a high standard of service delivery and customer satisfaction.
- Quality assurance inspections on cleaning standards – Conducting quality assurance inspections on cleaning standards of our neighbourhood and communal areas allows us to effectively monitor the performance of our Estate's Teams. These inspections serve to assess whether the cleaning services provided meet the desired standards and are consistent across different areas. By conducting these inspections, we can gain a comprehensive understanding of the tasks and responsibilities of our Estates Teams. This helps us identify areas of concern or potential improvement, allowing us to set specific targets for addressing these issues. The inspections also enable us to ensure that our Estates Teams are performing well and consistently maintaining the desired cleaning standards. This helps us maintain the overall cleanliness and hygiene of our neighbourhood and communal areas, creating a pleasant and safe living environment for residents. Additionally, quality assurance inspections on cleaning standards provide an opportunity to provide feedback and guidance to the Estates Teams. By highlighting areas of concern or improvement, we can offer support and guidance to ensure that the teams are equipped with the necessary resources and knowledge to perform their duties effectively.
- KPI's on Health & Safety inspections & environmental emergency response - Monitoring Key Performance Indicators (KPIs) for Health & Safety inspections help us assess the effectiveness of our inspections and ensure that they are conducted to the desired standards. This helps us maintain the quality and safety of our properties and ensure they meet regulatory requirements. Similarly,

monitoring KPIs for environmental emergency response performance allows us to evaluate our responsiveness and effectiveness in handling emergency situations. It ensures that we have efficient systems in place to mitigate and address environmental emergencies promptly and effectively. Overall, KPI monitoring of Health & Safety inspections and environmental emergency response performance enables us to perform consistently and well against our targets. It provides us with insights to make informed decisions and improve our services for the benefit of our communities.

- Annual report – We want to make sure that we are doing well and improving in our work. To do this, we use diverse ways of measuring and checking our progress and performance. To measure our progress and performance we use a range of indicators and standards that are aligned with the main goals and the regulatory framework. We publish our annual report to customers, which provides a summary of our achievements and challenges in the previous year, as well as our plans and targets for the future.

For more information on our performance please visit our website - [Housing service performance | Sheffield City Council](#)

10. Key Documents and links

Sheffield City Council Website	Homepage Sheffield City Council
Contact Council Housing Service	https://forms.sheffield.gov.uk/form/auto/make_enquiry_medium
Contact Neighbourhood Offices	Neighbourhood offices Sheffield City Council
Report a repair	Request a repair to a council property Sheffield City Council
Contact Parks and Countryside Service	https://forms.sheffield.gov.uk/form/auto/make_enquiry
Contact Veolia Waste Collection and Recycling	https://forms.sheffield.gov.uk/form/auto/make_enquiry_medium
Contact Streets Ahead	https://forms.sheffield.gov.uk/form/auto/make_enquiry
Your responsibilities as a tenant	Your responsibilities as a tenant Sheffield City Council
Trees and Woodland strategies	Trees and Woodlands Strategies Sheffield City Council
Environmental Policy	Council housing Environmental Policy Sheffield City Council
Bins, waste, and recycling services	Bins, waste and recycling services Sheffield City Council
Pest Control	Pest control advice and information Sheffield City Council
Litter and fly-tipping	Litter and fly-tipping Sheffield City Council
Dog Fouling	Dog fouling Sheffield City Council
Fire Safety in flats and tower blocks	Fire safety in flats and tower blocks Sheffield City Council
Estate maintenance and services	Estate maintenance and services Sheffield City Council
Parking	Parking Sheffield City Council
Abandoned vehicles	Abandoned vehicles Sheffield City Council
Streets Ahead	Streets Ahead Sheffield City Council
CCTV	CCTV and Body Worn Video Sheffield City Council
Anti-social behaviour and community safety	Anti-social behaviour and community safety Sheffield City Council
Adult safeguarding	Report adult abuse Sheffield City Council
Child safeguarding	Report child abuse Sheffield City Council
Domestic abuse, sexual violence advice and support	Domestic abuse and sexual violence advice and support Sheffield City Council
Housing problems	Housing problems Sheffield City Council
Tenant and Leaseholder engagement	Tenant and leaseholder engagement Sheffield City Council
Housing Service Performance	Housing service performance Sheffield City Council
Complain about the Housing Service	Complain about the Council Housing Service Sheffield City Council

11. **Review of policy**

The Policy will be reviewed every 12 months to ensure that the aims and objectives of the policy are being met.

Amendments to the policy may be made to reflect changes in regulatory, legislative, or best practice requirements to ensure compliance and align with evolving industry standards.

We also reserve the right to update the policy based on reviews by other services or improvements identified through service reviews, scrutiny, or customer feedback. This allows for a collaborative approach, considering different perspectives and insights from various sources and enables us to improve the policy based on valuable input from stakeholders.

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