



Neighbourhood Management Policy			
Last Reviewed	March 2023	Next Review	October 2025
Responsible Officer	Director of Operations		

**Policy Statement:** Freebridge seeks to support and help build cohesive and sustainable communities. To ensure our neighbourhoods and their environment are effectively managed, with high standards of maintenance, cleanliness, safety and security.

Freebridge recognises that we do not just repair our customers' homes and collect their rent. We also have a critical role to play in improving the neighbourhoods we work in, supporting our customers to reach their full potential and tackling the small number of people who cause problems in our communities.

We are well placed to do this, given the work we do, our visible presence in Freebridge neighbourhoods and the close links we have built up with our communities and partners.

We also want to build capacity in our communities to empower community members to take a positive lead in their neighbourhoods.

#### **Policy Detail:**

Despite significant investment from Freebridge and other partners, problems continue in neighbourhoods that are multi- faceted and inter-generational, with deprivation and under achievement concentrated amongst a small number of families.

#### **We Shall:**

- Engage with residents on any new neighbourhood initiative.
- Ensure all new Neighbourhood Improvement/Initiatives are thoroughly researched, evaluated and risk assessed before commencement.
- Regularly review the outcomes of any Neighbourhood improvements/interventions to ensure that they continue to deliver the required outcomes or take appropriate action.