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1 Introduction

1.1 Stockport Homes Group is a registered provider of social and affordable housing. We manage around 12,000 homes owned by Stockport Council and Stockport Homes. Most of the properties we manage are rented under a Tenancy Agreement. Some are managed under licences, lease agreements, shared ownership agreements and deeds of covenant.

1.2 We manage large and small housing estates and blocks of flats, as well as properties that are for older people or used for temporary accommodation. We also supply landlord services like caretaking and window cleaning. The services we supply will depend on where customers live and what they need.

1.3 This policy describes how we manage our neighbourhoods. It is consistent with legislation, regulation, and best practice. The policy helps us meet our aims:

- Providing safe, sustainable homes in neighbourhoods where communities can thrive; and
- Delivering excellent customer service, driven by customer feedback and experience.

1.4 Stockport Homes' neighbourhood management and landlord services are paid for out of rent and service charge income. As a social landlord we balance providing effective services with keeping rent and service charges affordable. We prioritise keeping our neighbourhoods, buildings and communal areas in a good state of repair, always giving priority to health and safety, e.g. fire risks.

1.5 Stockport Homes measures how satisfied customers are with services so that Stockport Homes can learn and improve. Performance is closely monitored by Stockport Homes' Leadership Team and Board.

1.6 Tenant Satisfaction Measures are submitted to the Regulator of Social Housing annually. The Measures relevant to this policy are detailed in the Internal Control section of this Policy. They are continuously updated on the Stockport Homes [website](#).

1.7 The tenancy, lease or other legal agreement/s set out how Stockport Homes will work alongside tenants to look after neighbourhoods. The Tenancy Agreement sets out the terms of the tenancy including tenant's responsibilities and Stockport Homes' responsibilities as landlord. These documents set out our legal agreement with tenants and should be read alongside this policy.

1.8 Stockport Homes also publishes [Service Standards](#) setting out what customers can expect from our services.

2 Scope

2.1 This policy applies to all estates and neighbourhoods managed by Stockport Homes unless otherwise stated. Privately let properties managed by Stockport Homes' [Three Sixty Living](#) team are managed under different policies.

2.2 This policy sets out Stockport Homes' general approach. However, it will consider decisions on a case-by-case basis and make exceptions where it is appropriate and reasonable to do so. Customers and colleagues should feel comfortable asking us to do things differently where this meets a particular need.

2.3 All customers should have equal opportunity to access Stockport Homes' services if it is practically possible. Stockport Homes must consider changing its approach if, it is putting a vulnerable or disabled customer at a disadvantage compared to customers who are not vulnerable or disabled. Please see our [Vulnerability Policy](#). Customers can nominate a representative to act for them in interactions with us.

2.4 Adjustments to services will be considered on a case-by-case basis. Examples of reasonable adjustments might be offering assisted gardening, or support for customers who are struggling to manage their property condition.

2.5 If there is any variance between this policy and individual Tenancy Agreements then the Tenancy Agreement takes precedence.

2.6 Customers should [contact us](#) if they would like to tell us they require reasonable adjustments to meet their individual needs, in order to discuss how they can be best supported.

3 Definitions

3.1 **Abandoned Vehicle** – has no keeper on DVLA's database, is untaxed ([check vehicle tax online](#)), is stationary for a significant amount of time, is significantly damaged, run down or unroadworthy, for example has flat tyres, missing wheels or broken windows, is burned out, or missing number plates.

3.2 **Communal area** - inside and outside areas that can be accessed by customers and/or the public, e.g. corridors/entrance halls in blocks, pathways, green spaces and gardens.

3.3 **Customer** – tenants, household members, leaseholders, shared owners and freeholders living in Stockport Homes managed properties, sites and/or estates.

3.4 **Emergency issues/repairs** - those that are a health and safety risk and/or may be harmful/damaging to the site, building or the public. In general, examples of issues and repairs that are more likely to be urgent include:

- Those in communal areas, as they affect more people

- Damage to fire doors
- Obstructions to corridors/walkways
- Trip hazards either inside or outside
- Serious damage including loose tiles or guttering that could fall and/or removal of walls
- Barbeques and/or fire pits on balconies.

3.5 **Landlord services** – are services provided or arranged by a landlord, e.g. cleaning, gardening, chasing rent arrears, managing anti-social behaviour. The cost of landlord services are generally paid by tenants who receive the service via their service charges.

3.6 **Owned property** - means a property where either the freehold is held by the occupier, or the occupier holds a long lease of the property.

3.7 **Recharge** – charges made to tenants if Stockport Homes incur costs or expenses. Examples where Stockport Homes may recharge include where we have had to repair things that are the responsibility of the tenant, cost of repeated missed appointments, costs to dispose of items left, costs and expenses of us taking action to uphold the Tenancy or Lease Agreement (including court action).

3.8 **Rented property** – properties occupied under a licence, periodic tenancy or fixed term tenancy that is not a long lease.

3.9 **Site** - a neighbourhood, estate, street, block of flats, communal area, garage site, independent living or temporary accommodation scheme.

3.10 **Stockport Council** – is Stockport Metropolitan Borough Council.

3.11 **Subletting** – when a tenant rents their property out to somebody else. It is illegal to rent out a social housing property without permission. Tenants cannot sublet a shared ownership property without permission.

3.12 **Tenant** – describes both sole and joint tenants with whom Stockport Homes/Stockport Council have a contractual relationship, e.g. via a Tenancy Agreement.

3.13 **Vehicle** - A mechanically propelled vehicle intended or adapted for use on roads. This includes any trailer, any chassis or body, with or without wheels, which is/was part of a vehicle or trailer and anything attached to a trailer. Examples include cars, motorbikes, campervans, caravans, trailers, boats.

4 Neighbourhood Teams and Inspection Schedules

Patch Officers

4.1 Patch officers are Neighbourhood Housing Officers, Independent Living Officers and Home Ownership Officers. These colleagues each manage a defined area/patch of Stockport Council/Stockport Homes' estates and/or

properties. They are often the first point of contact for customers to report neighbourhood issues.

4.2 Patch Officers carry out regular site inspections that:

- Assess and monitor the appearance and upkeep of sites and identify where standards can be improved
- Grade sites on a four-point scale from Excellent to Very Poor. Grading is for the whole site being inspected. For any site graded Poor or Very Poor, the Patch Officer will create an action plan. They will return to reinspect the site within a month. Any issues still outstanding will be followed up
- Identify and solve environmental issues e.g. fly-tipping, graffiti, and abandoned vehicles
- Monitor compliance, including reporting emergency issues/repairs
- Identify repairs that are rechargeable to tenants
- Get to know customers and encourage feedback, e.g. services and/or areas that they would like to see improved
- Report issues to other agencies e.g. potholes, damaged bus shelters
- Investigate and action tenancy breaches, e.g. find customers who have fly tipped, dumped rubbish, and take enforcement action, including recharging removal costs.

4.3 Standards of service, trends and issues at sites are monitored monthly to ensure they are addressed. Site inspection gradings are monitored quarterly by senior management and Stockport Homes Board. These inspections may be increased at any point to tackle particular issues that may arise.

Sites	Frequency of Inspection
All blocks of flats managed by Stockport Homes (over 18 metres / approximately three storeys high)	Monthly
Mixed estates – blocks of flats under 18 metres/houses/bungalows	Once every three months
Sheltered housing and Extra Care schemes	Monthly

4.4 Customer Walkabouts and Walk and Talks are pre-arranged site inspections. They can be requested by customers, Police, Council Officers, Councillors or MPs. They look at specific locations and/or issues and are scheduled as needed. They include a site grading. This type of inspection is advertised in the Customer Newsletter and/or on block noticeboards (where applicable).

Compliance and Building Safety Team

4.5 The Compliance and Building Safety Team make regular visits to all blocks. They complete statutory checks to ensure safety systems are working correctly and ensure 'stay safe' and/or evacuation guidance for customers is shared.

Sites	Frequency of Inspection
All blocks of flats managed by Stockport Homes.	A range of checks are conducted to a timed regime specified by health and safety legislation and good practice.

Environmental Services Team

4.6 Environmental Services Team's overall aim is to manage, keep and improve the outside and inside communal spaces. The team includes caretaking, window cleaning and greenspace services. They work with outside contractors and Stockport Council to deliver services. Inspections are carried out by Environmental Services managers.

Sites	Frequency of Inspection
All blocks of flats with inside communal areas managed by Stockport Homes	Monthly

Assets Team

4.7 The Stockport Homes Asset Team manages all property, e.g. houses, blocks, car parks and land. They conduct technical inspections of sites where required and aim to visit and inspect each site at least annually. The team keep photographic records of the condition of assets, risk assess, and report issues and repairs. Assets inspectors risk assess issues they find by considering the risk to residents, staff, visitors, the building, site, or neighbourhood.

Sites	Frequency of Inspection
All sites managed by Stockport Homes	The schedule of inspection ensures all Stockport Homes managed sites are inspected at least annually.

Safer Neighbourhoods

4.8 The Safer Neighbourhoods Team works to achieve a better quality of life for all residents (not just Stockport Homes' customers) and deter anti-social behaviour, neighbourhood nuisance and crime. More information can be found in our [Good Neighbourhood Management Policy](#) and [Safer Neighbourhoods Policy](#).

5 Eyes Wide Open

5.1 Stockport Homes takes an 'Eyes Wide Open' approach. We ask our employees, contractors, and customers to work together to look out for each other and the local neighbourhood. It is everybody's responsibility to report issues to us so we can solve them, including:

- Issues that are either health and safety risks or have a detrimental effect on our sites and/or properties, e.g. trip hazards, leaking gutters, broken pipes, damp and mould. Stockport Homes non-technical colleagues, e.g. Patch Officers, should consider the risk to residents, staff, visitors, the building, site, or neighbourhood when deciding how to deal with issues/repairs they find. If colleagues are unsure of the urgency of an issue/repair, they should ask their manager for guidance
- Items left in communal areas that need removing, e.g. in communal gardens, corridors, entrances
- Poorly maintained paths, steps, car parks or grassed areas, trees and hedges
- Fly tipping, graffiti, littering and excessive dog fouling
- Abandoned properties or vehicles
- Graffiti and evidence of drug taking
- Broken street lighting
- Anti-social behaviour
- Unprofessional conduct by colleagues and/or contractors
- Issues that may have a more serious effect on disabled or vulnerable customers e.g. uneven footpaths will affect someone with limited mobility.

5.2 For more information please visit our [Eyes Wide Open Commitment](#). If colleagues are unsure if they should report an issue as urgent, they should discuss with their manager.

6 Managing communal spaces inside buildings

6.1 Communal areas inside buildings include:

- Communal corridors, e.g. entrance halls, landings, staircases, shared balconies and walkways (including deck access)
- Shared facilities, e.g. bin stores/chutes, meter cupboards, laundries
- Social facilities, e.g. communal lounges, kitchens and laundry rooms.

6.2 Stockport Homes works in partnership with customers to keep communal areas inside buildings safe, clean and, tidy.

6.3 To achieve this, our policy is to keep inside communal areas clear of all potential obstructions and hazards. These include mobility scooters, wheelchairs, walking aids, bicycles, electric vehicles, prams, buggies, airers, doormats, umbrellas, shoes, pictures, toys, play equipment, plants and pots, doormats, pictures, decorations, firepits, patio heaters, burners and barbeques.

6.4 Keeping communal areas clear of these items reduces the risk of fire spreading, trips and falls, slowing emergency evacuations and/or delays to emergency service response. It also helps us to keep the building in good repair and meet all fire and health and safety regulations.

6.5 A clear policy ensures that everyone understands what is expected and can enjoy safe, clean and tidy communal areas.

6.6 Customers can help by [contacting us](#) to discuss this policy and/or report any items left out in communal areas so we have them removed.

6.7 If an item is identified as a health and safety risk or is causing damage the site or building, it will be removed immediately by either the owner (if they can be identified) or Stockport Homes.

6.8 If an item is not an immediate risk, we will try to identify the owners and request removal. If the item is not removed, we will leave a legal notice on the item asking for it to be removed. When the notice period expires, Stockport Homes will remove the item.

6.9 The costs of removing items and/or carrying out any repairs to damage may be recharged to the responsible tenant and any items removed may be disposed of.

Managing communal social facilities inside buildings

6.10 Some sheltered, extra care schemes, supported and general needs premises, have communal social facilities such as lounges and kitchens. In these spaces all furniture and furnishings are provided by Stockport Homes.

6.11 Communal social facilities provide more opportunity for residents to get involved in the community and pursue wellbeing activities. Therefore, there may be times when customers want to have a meeting or party e.g. put up decorations. These plans must be discussed in advance with the Patch Officer so any events/items can be risk assessed.

6.12 For more information on Stockport Homes' fire safety, please see our [Fire Safety Policy](#).

7 Managing communal areas outside and around buildings

7.1 Communal areas outside and around buildings include:

- Communal gardens
- External staircases, paths and driveways
- Patios and bin stores
- Car parks.

7.2 Shared balconies, and decked walkways are treated as internal communal areas (see [section 6](#)).

7.3 Stockport Homes works in partnership with customers to keep communal areas outside and around buildings safe, clean and, tidy.

7.4 Stockport Homes' policy is to risk assess items left in and around communal areas outside buildings. We will keep them clear of any items that are a fire or health and safety risk, i.e. items that might increase the risk of fire spreading, trips and falls, slowing emergency evacuations, delays to emergency service response, e.g. planters on pathways, BBQs stored up against buildings.

7.5 The policy is also to refuse requests for items that may prevent other customers enjoying communal areas and/or damage the building and/or communal area, e.g. installing decking, fences, sheds, greenhouses, gazebos.

7.6 Requests for alterations and installations, e.g. for external lighting, should be made to the Patch Officer or via this [link](#).

7.7 If an item is identified as a health and safety risk, may prevent other customers enjoying communal areas or is causing damage the site or building, it will be removed immediately by either the owner (if they can be identified) or Stockport Homes.

7.8 If an item is not an immediate risk, we will try to identify the owners and request removal. If the item is not removed, we will leave a legal notice on the item asking for it to be removed. When the notice period expires, Stockport Homes will remove the item.

7.9 The costs of removing items and/or carrying out any repairs to damage may be recharged to the responsible tenant and any items removed may be disposed of.

7.10 Outside communal areas provide more opportunity for customers to get involved with the community in which they live and pursue well-being activities. Customers may wish to store some belongings in these areas, e.g. plants, pots, planters, or garden furniture. These must be done with agreement of the Patch Officer so it can be risk assessed.

7.11 Stockport Homes will always act reasonably when managing requests to store items in outside communal areas. We will balance the needs and preferences of all customers living in a block with potential health and safety risks and damage to the building and communal areas.

8 Caretaking Services

8.1 Customers living in homes with communal areas (inside and/or outside) may receive a caretaking service that they pay for via a service charge.

8.2 The overall aim of the caretaking service is to keep communal areas in the block clean, safe and tidy. The service delivered in communal areas

includes entrances, doors, foyers, lifts, corridors, chute rooms, stairwells, pathways and bin areas.

8.3 The caretaking service may be delivered daily, weekly, fortnightly or another frequency, depending on the requirements of a particular site and level of service charge.

8.4 Outside of the caretakers working hours, customers should [contact us](#) to report any issues, e.g. spillages / items left out.

8.5 Delivery of the service is subject to issues and priorities found on a 'walk through' of the site at the start of each visit. Issues to be addressed include:

- Inside and outside bin areas cleaned and tidied
- Cleaning of inside floors, glass and handrails
- Reporting and recording of block issues e.g., fly tipping, repairs, spillages, graffiti and anti-social behaviour.

8.6 Standards of service, trends and issues at sites are reviewed on a regular basis by the Environmental Services Management Team.

9 Environmental Crime

9.1 Environmental crime is any illegal activity that harms the environment. It includes noise nuisance, waste, dog fouling, fly tipping, littering and pests. Any issues can be reported by [contacting us](#).

Waste Management

9.2 Items left out in communal areas are a hazard. They can cause people to fall, and block fire escape routes. Please refer to Sections 6-8 for further information.

9.3 Customers living in blocks of flats will be given information on how to dispose of waste when they move into their home. For more information, please contact the Patch Officer or Caretaker.

9.4 Customers living in houses can find information on waste disposal on Stockport Council's website ([Bins and recycling - Stockport Council](#)).

9.5 If customers wish to have bulky items collected and disposed of, Stockport Council offer a paid for [Bulky Waste Collection service](#). For items of furniture that are in a good state of repair, they may be donated to Stockport Homes' [Furniture Recycling Team](#). Please do not, under any circumstances, fly-tip items by leaving them in communal areas or other public land.

Dog Fouling

9.6 Stockport Council have adopted a Public Space Protection Order (PSPO) under the Anti-social Behaviour, Crime and Policing Act 2014. The

order makes it an offence for any person in Stockport to fail to remove faeces after their dog has fouled on public land, subject to certain limited exceptions.

9.7 More information can be obtained from Stockport Council's website on [PSPOs](#) and how to [report dog fouling](#).

Noise Nuisance

9.8 Please refer to our [Good Neighbourhood Management Policy](#) and our [Noise Monitoring Code of Practice](#) for information on noise nuisance.

10 Window Cleaning: Blocks of flats/Independent Living Scheme

10.1 The overall aim of the window cleaning service is to keep communal areas clean, safe and tidy.

10.2 The window cleaning service is delivered using two methods: traditional window cleaning or using a reach and wash system (which uses pure water and extendable poles).

10.3 The frequency of window cleaning and details of the windows cleaned differ at each location. More information on the schedule for each block can be provided through [contact us](#).

10.4 Standards of service, trends and issues at sites are reviewed on a regular basis by the Environmental Services Management Team.

11 Greenspace Services

11.1 The overall aim of the Greenspace service is to ensure all green spaces are clean, tidy and well maintained. The service is delivered in partnership with outside contractors and includes management of grounds maintenance, trees and playgrounds.

11.2 Tasks and frequencies of visits to each location are different, depending on the location and type of greenspace. In general, the service includes:

- Grass cutting (either cut and collect or cut and drop)
- Shrub and hedge pruning/maintenance
- Rose bed pruning/maintenance
- Hard surface maintenance (paved paths and other hard surfaces)
- Flower bed maintenance and replanting
- Tree management and maintenance
- Playground inspection and maintenance.

11.3 Please [contact us](#) for further information on our [Greenspace service](#).

11.4 Standards of service, trends and issues at sites are reviewed on a regular basis by the Environmental Services Management Team.

12 Assisted Garden Maintenance Scheme

12.1 If customers need support with their garden, we may be able to help. To check for eligibility for the paid for Assisted Garden Maintenance Scheme [contact us](#).

13 Stockport Homes Managed Play Areas

13.1 Stockport Homes currently manages sixteen play spaces across the borough. The play areas vary in size and facilities provided.

13.2 Where there is fixed equipment, regular inspections are conducted by Stockport Council on behalf of Stockport Homes to ensure they follow all health and safety requirements.

13.3 Stockport Homes maintains the greenspace, e.g. grass and shrubs within the play area.

14 Tree Management and Maintenance - Overview

14.1 Stockport Homes aims to maintain and improve tree cover and encourage conservation, positive management and planting of trees and woodlands.

14.2 More detailed information on tree management can be found in our [Tree Policy](#).

15 Boundary Maintenance (fences, walls and gates)

15.1 In general, Stockport Homes is responsible for maintaining, repairing and installing boundaries and gates that are in communal areas or with roads, footpaths, public rights of way or other communal areas. Tenants are responsible for maintaining, repairing and replacing boundaries and gates between properties.

15.2 It is Stockport Homes' policy:

- To provide advice to customers when they cannot reach agreements with their neighbours or maintain fences or hedges
- To maintain gates over 1.2 metres or metal gates fitted by Stockport Homes
- To inform customers that they need our written permission to install new boundaries. We will also check that customers have got any necessary planning permission and/or consent from neighbours. Permission can be requested via this [link](#)
- Not to give permission of any boundaries that might cause injury to others, e.g. spiked fencing.

16 Pest Control Service

16.1 There is no legal definition of a pest. However, we usually consider pests to include rats, mice, squirrels, and cockroaches.

Inside communal areas

16.2 Stockport Homes contracts with Stockport Council's Pest Control Service to treat pests found in inside communal areas of blocks of flats, e.g. inside walls and roofs.

16.3 Stockport Homes collaborate with the Pest Control Service to reduce the risk of pests. This can include treatment to areas that are not currently affected. We will help colleagues in the Pest Control Service get access to any property that needs checking or treating. Information and advice will be provided to customers affected. If customers refuse entry, we will take action to gain access via court action if necessary. Costs of acting will be recharged to tenants other than in exceptional circumstances, e.g. hospital stays.

Rented flats and houses

16.4 If pests are a health risk and have potential to damage the property, Stockport Homes will arrange pest treatment free of charge for rats, mice, squirrels or cockroaches.

16.5 If the Pest Control Service tells us that a property and/or living conditions may be contributing to pest infestation, we will supply relevant support or signposting to help customers bring up the standard of their property and reduce the risk of pests.

16.6 Stockport Homes reserves the right to charge tenants for repeat treatments of pests if the underlying cause of infestation is poor property condition, or where we are unable to access the property.

Owned flats and houses

16.7 In general, customers living in owned flats and houses are responsible for removal of pest infestations in their own properties. Any repair needed to communal areas and/or structure of the building containing flats as part of pest treatment/prevention must be done by Stockport Homes.

17 Abandoned Vehicles

17.1 Abandoned vehicles impact the look of neighbourhoods and can be a risk to our customers, properties, and the public.

17.2 It is the responsibility of Councils and national park authorities to remove abandoned vehicles from land in the open air and roads (including private roads). To report an abandoned vehicle to Stockport Council, please go to www.stockport.gov.uk/start/report-an-abandoned-vehicle.

17.3 Stockport Homes works with Stockport Council colleagues to manage abandoned vehicles in our neighbourhoods.

17.4 We will try to find the registered keeper and, if successful, request the vehicle is removed within ten working days. If we cannot find the registered keeper or the vehicle is not removed within ten days, the case will be escalated to Stockport Council for progression.

18 Abandoned Rented Properties and Garages

18.1 It is our policy to assume a property is abandoned if:

- The property seems empty, e.g. no furniture, curtains
- We are told by neighbours or others that nobody lives there, and/or the tenant has left (without telling us)
- Rent and other charges are unpaid
- We cannot access the property despite visiting often e.g. for gas safety checks
- The property is in poor condition.

18.2 Abandoned rented properties and garages are a waste of resources, look untidy and can be a risk to customers, properties, and the public. It is a breach of tenancy for a tenant not to occupy it as their only or principal home. Therefore, it is our policy to investigate any properties we believe may be abandoned by trying to contact the tenant or by speaking to neighbours, and where appropriate regain possession to enable the property to be rented out again.

18.3 More information on this process can be requested by [contacting us](#).

19 Unauthorised Use of Residential Rented Property

19.1 Social housing is in high demand in Stockport. We are under a duty to ensure the housing we manage is allocated according to Stockport Council's Allocations Policy. Unauthorised use includes:

- Entering an empty property without permission (including squatting)
- Subletting: where a tenant has rented out their home without our permission
- Continuing to occupy a property following the departure or death of the tenant without our permission. If a customer is left in this situation, please contact us and the [Tenancy Management Policy](#)
- Where a tenant who has swapped their property with another tenant without our permission (please see our [Tenancy Management Policy](#)).

19.2 If customers think that a property is being occupied without our permission, they can [contact us](#) so we can investigate.

19.3 Stockport Homes' policy is to always take action to deal with unauthorised occupation. Actions may include, in appropriate circumstances, changing locks, reporting to Police, and taking court action to gain possession.

20 Mobility Scooters, E-bikes and E-scooters

20.1 It is Stockport Homes' policy that mobility/e-scooters and e-bikes cannot be stored or charged in inside communal areas as the batteries are considered a serious fire hazard that cannot be adequately contained.

20.2 If they are stored without permission, we will take enforcement action by:

- Requesting removal
- Serving a notice and removing the items. Tenants may be charged for this
- Taking legal action.

20.3 Please note: Stockport Homes are not liable for damage to mobility/e-scooters or e-bikes on site.

20.4 If a customer owns a mobility scooter, e-bike or e-scooter please:

- Use the correct charger for the product and buy an official one from a reputable seller
- Allow batteries to cool down before attempting to re-charge as they could be more susceptible to failure
- Charge batteries on hard flat surfaces where heat can dissipate
- Not use a damaged battery as this poses a hazard
- Always make sure they unplug the charger once it's finished charging
- Always follow manufacturer's instructions when charging and Stockport Homes would advise not to leave it unattended or while people are asleep
- Ensure smoke alarms are fitted in areas where e-bikes or e-scooters are being charged and make sure they are tested regularly
- Never block an escape route with anything, including bikes and scooters. And must be stored somewhere away from a main through route.

21 Snow and Ice

21.1 In freezing conditions, Stockport Homes' customers, colleagues and contractors should be cautious and take extra care if the ground is slippery, including wearing shoes or boots with a good grip and considering mixing salt and sand to grit paths.

21.2 In general, Stockport Homes does not offer a gritting service or supply grit. However, there are a number of grit bins on Stockport Homes managed estates. Grit bin sites are selected based on:

- Altitude
- Gradient

- Property type, e.g. sheltered or temporary accommodation, community centres.

21.3 Stockport Homes managed grit bins are filled ready for the winter maintenance period. Grit bins will be replenished as necessary throughout the winter maintenance period (October – March).

21.4 Grit is available for the public to use as required in external communal areas. Grit is not to be taken away and used to grit private homes.

21.5 For advice, please visit -

<https://www.stockporthomesgroup.com/news/stockport-homes-group/staying-safe-this-winter/>

21.6 Stockport Council have further information on gritting in the borough -

<https://www.stockport.gov.uk/gritting-roads-and-pavements/gritting-routes-and-bins>.

22 Parking

22.1 All colleagues, customers, contractors and visitors should be considerate when parking at Stockport Homes managed sites avoiding parking in a way that obstructs the highway or access to a Stockport Homes' building and hinder access for the emergency services.

22.2 Stockport Homes does not allow any vehicles that are illegal or unroadworthy to be parked at individual properties, in car parks or anywhere on Stockport Homes managed neighbourhoods.

22.3 Stockport Homes does not allow major car repairs at individual properties, in car parks or anywhere on Stockport Homes managed neighbourhoods.

22.4 Untaxed vehicles may only be stored on a driveway if they are in a safe condition and have been declared to the DVLA (Driving and Vehicle Licencing Agency) as SORN (statutory off-road vehicles).

22.5 Driveways that are accessed over pavements must have a dropped kerb to allow safe crossing. Without this, kerbs and utilities (e.g. gas/water) can be damaged. Customers must apply to Stockport Council for a dropped kerb and obtain permission. More information can be found at www.stockport.gov.uk.

22.6 If a vehicle is suspected of being abandoned, please refer to [Section 17](#).

22.7 Stockport Homes policy is to enforce any specific terms of any legal agreement relating to parking, e.g. always parking in marked bays.

23 Car Park Management

23.1 Most Stockport Homes car parks are managed on a first come, first served basis.

23.2 Some owned properties have allocated parking. On these sites customers must park according to the rules set out in the legal agreement, e.g. one car per property or in a designated space only.

23.3 If issues arise on sites with allocated parking, Stockport Homes may contract with a third party to manage the car park.

24 Accessibility

24.1 The Stockport Homes website includes the 'Recite Me' assistive technology tool that enables customers to customise their experience in a way that best suits their individual needs. This includes larger font, translation into another language, audio etc.

24.2 The Recite Me assistive tool can be accessed by choosing 'Accessibility' from the toolbar at the top of the webpage and then choosing the policy from the list on the website.

25 Get Involved

25.1 Stockport Homes consult customers regularly about policy content, service standards and value for money. If customers would like to get involved, discuss this policy, help make decisions, make a complaint, or leave a compliment, please [contact us](#).

26 Contact Us

26.1 Stockport Homes can be contacted by ringing 0161 217 6016, visiting our website <https://www.stockporthomes.org/do-it-online/tell-us/contact-us/> or at our head office at Cornerstone, 1-3 Edward Street, Stockport, SK1 3NQ.

26.2 Stockport Homes can also be found on [Facebook](#) and [Instagram](#).

26.3 If customers are unhappy with the service they have received from Stockport Homes, please contact us:

- Completing an online form - <https://www.stockporthomes.org/about-us/our-performance/complaints/#ComplaintForm>
- Emailing feedback@stockporthomes.org or Telephoning 0161 474 2600
- Reporting a complaint to any member of Stockport Homes staff
- Reviewing the [Customer Feedback Policy](#).

27 Internal Controls

1	Version control Version number will change every three years or at major review		
	Version No.	Date	Change/s and reasons for change
	1	02/10/2024	Creation of new policy following a review of all customer policies and gap analysis against the Regulator of Social Housing Consumer Regulations
	2	13/11/2025	Update to Snow and Ice policy

2	Policy Owner i.e. Director	Director of Customer Services Director of Property
	Policy Author/s i.e. Head of Service	Head of Housing Management Head of Property Management Head of Environmental Services Head of Independent Living Head of Compliance and Building Safety Head of Safer Neighbourhoods Head of Assets
	Approved by/date	Customer Services Management Meeting – 12 th November 2024 – Decision Property Management Meeting – 23 rd October 2024 – Decision ELT – 11th March 2025 – Decision Customer Focus - Assurance
	Communication	Customer Newsletter Team Meeting Colleague Insight
	Effective Date - the date of sign-off	11 th March 2025
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	10 th March 2028

3	<u>Regulatory Standards</u>	Please list the Consumer, Governance, Viability standards and outcomes this policy meets
	Standard/s	Required outcome
	Neighbourhood and Community Standard	<u>1.1 Safety of shared spaces</u> 1.1.1 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. <u>1.2 Local cooperation</u>

		1.2.1 Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing. <u>1.3 Anti-social behaviour and hate incidents</u> 1.3.1 Registered providers 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.
	Transparency, Influence and Accountability Standard	Registered providers must communicate with tenants and supply information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. <u>1.1 Fairness and respect</u> 1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect. <u>1.2 Diverse needs</u> 1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants. <u>1.3 Engagement with tenants</u> 1.3.1 Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered. <u>1.4 Information about landlord services</u> 1.4.1 Registered providers 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. <u>1.5 Performance information</u> 1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

4	Linked policies/strategies	
		• Fire Safety Policy • Tree Policy • Good Neighbourhood Management Policy • Safer Neighbourhoods Policy • Noise Monitoring Policy • Eyes Wide Open • Vulnerability Policy

		Tenancy Management Policy
5	Equality, diversity and inclusion	Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion. The Estate and Neighbourhood Management Policy is mainly focused on maintaining Stockport Homes managed sites. The upkeep of communal areas and green spaces supports positive mental and physical health and wellbeing of all residents. We aim for customers and colleagues to feel empowered to question established policies and procedures: 'the way things are done'. We want customers to feel comfortable asking us to do things differently. Delivery of the services described in this policy will be adjusted to meet the needs of the individual where possible and reasonable. Some services for example the assisted gardening scheme are specifically designed to ensure customers with physical disabilities have maintained gardens.
6	Customer/Colleague Voice	Describe how the customer and/or colleague voice shapes and influences the policy and services The Customer Aspire Panel were consulted on this policy at their meeting on 17 July 2024. At the meeting there was an activity to gather their views on the new policy format and content. The feedback was very positive, and the panel made several suggestions for improvement which were acted upon. Stockport Homes continuously captures customer voice through a wide range of channels as described in the Customer Voice and Influence Strategy, e.g. TSMs, complaints analysis. Specific feedback and views about the services described in this policy are gained by a range of activities including: - Local Customer Walk and Talks and Housing Surgeries facilitated by Stockport Homes to bring together local residents, Stockport Homes colleagues (patch officers/caretakers), local MPs/Councillors - Patch Officers contact with new customers and customers prioritised as perhaps needing additional support - Regular Resident Forums and Sheltered Housing Resident Meetings

		Service specific surveys and focus groups (e.g. caretaking).
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7	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 1	Stockport Homes is not adequately prepared for a proactive inspection of the Consumer Standards by the Regulator of Social Housing
	Corporate Risk 2	Stockport Homes does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG
	Corporate Risk 6	Stockport Homes does not deliver excellent customer services in the way that customers require them
	Corporate Risk 7	Stockport Homes does not respond to and learn from complaints effectively and does not listen to the customer voice
	Corporate Risk 8	Stockport Homes' performance in relation to Tenant Satisfaction Measures (TSMs) is not in line with Stockport Homes' ambitions
	Corporate Risk 16	Health and safety obligations to colleagues across Stockport Homes aren't fulfilled

8	Performance monitoring	Please list the relevant government TSMs (Tenant Satisfaction Measures)
		TSM Satisfaction: TP01 - Overall satisfaction TP06 - Satisfaction that the landlord listens to tenant views and acts upon them TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained TP11 - Satisfaction that the landlord makes a positive contribution to Neighbourhoods