



Consultation Plan

Name of Document	Neighbourhood Management Policy 2022
Topic	<p>This consultation plan has been written for the consultation of the draft Neighbourhood Management Policy 2022.</p> <p>The Neighbourhood and Community Consumer Standard of the Regulator of Social Housing framework expects that registered providers should consult with tenants in developing a published policy for maintaining and improving neighbourhoods and communal areas associated with their homes.</p> <p>The provisions in the Social Housing White Paper, A Charter for Social Housing Residents also emphasises that tenants should expect to have good quality homes and neighbourhood to live in which are safe and where residents can both access green space and enjoy their neighbourhoods.</p> <p>The proposed policy (Appendix 1) sets out how DDC plans to manage, maintain and improve the communal and neighbourhood areas, and what services standards tenants and leaseholders should expect. The policy aims to inform how the housing service will:</p> <ol style="list-style-type: none"> 1. Play a key role in keeping Council estates and communal areas clean, safe, well maintained and attractive places to live. 2. Work in partnership with tenants, key local partners, contractors and other public bodies to achieve our objectives 3. Set clear service standards for the maintenance and management of estates and communal areas 4. React promptly to reports of problems and where necessary enforce the terms of tenancy agreement to manage the land the Council owns

	<p>5. Put customers at the heart of our services by encouraging active customer involvement and consultation on all aspects of neighbourhood management</p>
Period	The consultation will be for a duration of 6 weeks from 1 July to 15 August 2022.
Promotion and Publicity	<ul style="list-style-type: none"> • Alerts on the Council website and Housing web pages • Notification of current tenants and leaseholders through the tenant newsletter • Keep Me Posted bulletin service to subscribers
List of Consultees	<ul style="list-style-type: none"> • We will consult with the current Council tenants and leaseholders. • Wider consultation with internal departments.
Methodology	<p>Consultees will be informed of the consultation in the following ways:</p> <ul style="list-style-type: none"> • Alongside the release of the tenant newsletter in July 2022. • By Keep Me Posted bulletin service • Via advertisements / notifications on our website. <p>How will consultees be able to take part in the consultation?</p> <ul style="list-style-type: none"> • Consultees will be asked to review the content of the policy, and complete a short survey • Links to the survey and information on how the survey can be completed will be provided on our webpages, and online and in our tenant newsletter. • A QR code will be provided on the newsletter for consultees to scan • All tenants will receive a paper copy posted to their address of our newsletter informing them of the survey and inviting them if they wish to submit their comments in writing or via our electronic survey.
Data analysis	<ul style="list-style-type: none"> • Once the survey has closed, we will review the feedback and data and if required, we will make amendments to the policy.
Feedback	<ul style="list-style-type: none"> • A compilation of feedback received together with any Officer / Member feedback (where applicable) will be reported back with the final version of the Policy. • The report will be published on our website. Information will also be provided in the Autumn newsletter.
Costs	<p>We will endeavour to keep the costs to a minimum:</p> <ul style="list-style-type: none"> • Consultation work with tenants and leaseholders will be undertaken in-house. • Electronic communication will be our default position and preferred source of communication, however where a consultee has indicated their preference for a paper version of the survey, we will provide this. • Postage & printing – the tenant newsletter is sent twice yearly and

	information will be included in this mailout to save cost.
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