

Draft Neighbourhood and Communal Spaces Policy

Policy Owner:	Communities Director	Strategic Partner Sponsor:	Communities Director
Exec Owner:	Chief Customer Officer		
Approval Body: Magenta Board, Leadership Board (full Board or member)	Leadership Board	Date Approved by Approval Body:	
Date endorsed by EIA Review Group:		Date Endorsed by the Policy Forum:	
Review Frequency:	3 Years	Next Review Date:	
Policy Version:	1.0	Published (Intranet/Website):	

GUIDANCE NOTES – ACTIONS TO BE COMPLETED BEFORE SUBMISSION TO THE EIA REVIEW GROUP AND POLICY FORUM (DELETE FROM DRAFT AFTER POLICY FORUM REVIEW)

Does this Policy affect customers directly?	Yes	If yes - - the policy must be consulted on with tenants and overseen by MCCC - An Equality Impact Assessment (EIA) must be completed
Does this Policy affect colleagues directly?	No	If yes - - Trade Unions need to be consulted on policies affecting employment - the People Team will support with this - An Equality Impact Assessment (EIA) must be completed

THE WORDING BELOW IN MAGENTA IS FOR GUIDANCE WHEN REVIEWING/WRITING THE POLICY. PLEASE READ AS IT ALSO CONFIRMS ANY ACTIONS REQUIRED. DELETE THIS WORDING ONCE THE POLICY HAS BEEN WRITTEN.

1.0 What is this policy for?

- 1.1** This policy sets out Magenta Living's approach to managing communal spaces, neighbourhoods, estates and parking areas across our homes and communities. It explains our responsibilities and the expectations we have of customers, visitors and other users of these spaces.

- 1.2** The policy helps ensure that communal and shared spaces are safe, clean, accessible and well maintained, supporting our vision to achieve communities full of life where customers can live comfortably and take pride in their surroundings.
- 1.3** The policy supports compliance with relevant legislation, health and safety requirements, fire safety obligations and the Consumer Standards issued by the Regulator of Social Housing.

1.4 Scope

This policy applies to:

- Internal communal areas including entrance halls, corridors, stairwells, lifts and communal lounges.
- External communal spaces including gardens, footpaths, bin stores, drying areas, play areas and open spaces.
- Estates and neighbourhoods where Magenta Living owns or manages homes.
- Parking areas, garages and vehicle hard standings owned or managed by Magenta Living.
- Customers, leaseholders, shared owners, visitors and contractors using these areas.

2.0 Details of the policy

2.1 Our Approach to Communal Spaces

We are committed to ensuring communal spaces remain safe, accessible and well maintained for all customers and visitors.

Communal areas are shared facilities and must remain available for everyone to use. These areas are not an extension of any individual customer's home.

Internal communal areas must be kept free from obstructions and hazards including:

- Furniture
- Prams and pushchairs
- Bicycles
- Mobility scooters (unless stored in designated areas)
- Personal belongings
- Waste or bulky items

Customers must not place items in communal areas that:

- Create a fire risk
- Block emergency escape routes
- Restrict accessibility
- Cause nuisance or inconvenience to others
- Damage the appearance of communal areas

Magenta Living may remove items that present a significant health and safety risk. Where appropriate, we may recharge the cost of removal to the responsible person.

We recognise the importance of communal gardens and shared outdoor spaces in supporting wellbeing and community cohesion. We will seek to balance safety requirements with opportunities for customers to enjoy and personalise these spaces appropriately.

Requests for items such as planters, hanging baskets or community gardening projects will be considered on a case-by-case basis, taking account of health and safety, accessibility and maintenance requirements.

2.2 Our Approach to Neighbourhood and Estate Management

We are committed to creating neighbourhoods that are clean, safe and attractive places to live. We aim to achieve our vision of communities full of life through empowering people.

We will carry out regular community inspections to identify issues including:

- Fly tipping
- Graffiti
- Grounds maintenance concerns
- Abandoned vehicles
- Environmental health concerns
- Damage to communal assets
- Health and safety hazards

Where issues fall outside our direct responsibility, we will work collaboratively with local authorities, utility providers, police, community groups and other agencies to seek appropriate solutions.

We will encourage customers to take pride in their neighbourhoods and community by working alongside us to maintain high standards in their communities.

Customers are expected to:

- Dispose of waste responsibly
- Use communal facilities appropriately
- Report hazards and environmental concerns
- Maintain their gardens in accordance with tenancy requirements
- Treat communal spaces with respect

Where environmental concerns form part of anti-social behaviour or tenancy breaches, we will take proportionate action in line with our Anti-Social Behaviour policies.

2.3 Our Approach to Parking

Where Magenta Living provides parking facilities, we will manage them fairly and consistently for the benefit of residents and visitors.

Customers and visitors must:

- Park considerately and safely
- Park only within designated parking areas
- Ensure access routes remain clear at all times
- Not obstruct emergency access
- Not block footpaths, dropped kerbs, entrances or exits

Vehicles must:

- Be legally taxed, insured and roadworthy
- Not be abandoned
- Not be used for commercial repairs or dismantling
- Not be stored in a condition that detracts from the neighbourhood

Where parking restrictions, permits or allocated spaces apply, customers must comply with the arrangements in place.

Magenta Living may investigate and take action regarding:

- Abandoned vehicles
- Untaxed vehicles

Parking disputes between neighbours are not generally considered anti-social behaviour and Magenta Living will not usually intervene. We will only become involved where there is a breach of tenancy conditions, a safety concern, an obstruction, or misuse of land owned or managed by Magenta Living.

2.4 Accessibility and Inclusion

We are committed to ensuring communal spaces, neighbourhood environments and parking facilities are accessible to all customers.

Where barriers are identified, we will consider reasonable adjustments in line with the Equality Act 2010 and our commitment to equality, diversity and inclusion.

We will take account of the needs of disabled customers and those with additional support requirements when making decisions about communal areas, estate management and parking.

2.5 Enforcement

We will seek to resolve concerns through engagement and discussion wherever possible.

Where issues persist or create significant risk, we may take enforcement action including:

- Verbal or written warnings
- Removal of items from communal areas
- Recharges for associated costs
- Tenancy enforcement action
- Legal remedies where appropriate

Any action taken will be proportionate, reasonable and take account of individual circumstances and vulnerabilities.

3.0 Who was consulted and how was it done?

Add who was consulted during the policy development – e.g. customers/colleagues/committees. This could also include any external consultation such as Councils, national trade bodies and local stakeholders the NHS and other statutory bodies.

For information on the customer consultation process, refer to the details provided in the initial policy review email sent by Risk & Assurance.

- 3.1 The proposed policy was discussed with xx on xx. This was done via Magenta Voice / xx committee etc. Their views have been fully considered and incorporated where applicable / appropriate within the body of the policy.

4.0 Equality Impact Assessment (EIA)

An EIA is completed when a new policy is being written, or an existing policy is being reviewed. This helps to make sure you consider the needs of different groups of colleagues or customers and can identify if the policy could cause any potential or actual negative impact to them. (Link to EIA document to be added)

- 4.1 We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including nationality, ethnic or national origins), religion, belief or non-belief, sex or sexuality, or by association with someone with any of these characteristics or perception of having any of these characteristics.
- 4.2 The EIA was undertaken on xx by xx and xx. It was reviewed by the Equality Impact Assessment Review Group and the final agreed rating was red / amber / green. (See the full EIA document for further details).

NB A policy does not HAVE to be green to be approved

If an EIA is not required due to the policy having no direct impact on customers or colleagues, examples of possible wording below - (delete if not required).

- 4.3 An EIA is **not** required for this policy as it doesn't present any barriers to participation or disadvantage any protected groups from participation.
- 4.4 An EIA is not required for this policy as it is a legal requirement of Part xx of the xx Act 2024, and as such extends to all areas of operation without discrimination.

5.0 How we make sure this policy is effective

Confirm how you will assess if the policy is performing effectively / the desired outcome(s) is being achieved or not e.g. by using relevant KPIs / satisfaction measures where relevant, any assurance or audit checks etc.....

Is there any formal reporting undertaken to Board or Committees? Is there any external reporting required?

- 5.1 This policy's effectiveness will be measured using the following performance indicators xx and xx / benchmarking of xx / demonstrating VFM by xx / customer feedback / complaints etc. Results presented to xx Board / Committee.

Confirm what would happen if non-compliance was identified. Example wording shown below -

- 5.2 Non-compliance with this policy could lead to - disciplinary action, including dismissal / where appropriate, referral to law enforcement / findings of maladministration by the Housing Ombudsman in how we have applied the policy etc.....

6.0 Colleague Training

Include any initial or ongoing training requirements in relation to the policy, and who this applies to, where appropriate. Ensure appropriate training is offered to those who need it. Where statutory training requirements exist, please state.

- 6.1 For this policy *(delete the wording not required)* -

- No mandatory training is required
- Mandatory training is required for the following people / groups or -
- Mandatory training is required for everyone

Confirm how often -

- 6.2 It will be completed every 6 months / annually etc.....

Confirm how completion will be monitored -

- 6.3 Completion will be monitored by HR with a monthly report sent to people managers showing who has completed the training and who is outstanding.

Other training that might be required e.g. external training / external qualifications -

6.4 xx training / qualification is required for colleagues who perform xx role because.....

7.0 Documents related to the policy

This policy should be read alongside:

- Anti-Social Behaviour Policy
- Fire Safety Policy
- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- Repairs Policy
- Recharge Policy
- Service Charge Policy
- Reasonable Adjustments Policy

7.1 Please also see the following documents:

8.0 Version control / Amendment log

If major amends - go up by 1 number, if minor amends - by a decimal point. Information provided should be brief and in bullet points.

Date of change:	Revised Version Number:	Change made:	Reason for change:
			e.g. Regulation change
			e.g. Approval body change