

Neighbourhood Policy

Policy Statement

Purpose

To make a positive impact on our communities through making a difference to the quality of life for all our tenants' residents and leaseholders. To outline our approach to maintaining neighbourhoods and making improvements to our communities. This policy operates within our vision and values and links to the Orwell Strategic Plan.

Legal Obligations

- Regulator for Social Housing Consumer Standards Neighbourhood and Community Standard.
- Health and Safety at work Act 1974
- Anti-Social Behaviour, Crime and Policing Act 2014
- Wildlife and Countryside Act 1981

Orwell's Commitment

- To manage and improve the local environment ensuring safe attractive and well-maintained neighbourhoods;
- To engage with our customers and make improvements to neighbourhoods, taking their feedback and views into consideration;
- To keep customers informed of our vision for green and open space and to improve their wellbeing;
- To create of areas that reflect biodiversity, where appropriate, in line with Orwell's biodiversity action plan, as well as environmental benefits for air quality;
- To work in partnership with local agencies, charities and other stakeholders for the benefit of the community.

This policy should be read in conjunction with the following:

- ASB Policy and Procedure
- Tree Management Policy
- Environmental & Sustainability Policy
- CCTV Policy and Procedure
- Pest Control Policy

Orwell has adopted the Sustainability Reporting Standard (SRS) for Social Housing in 2022 and reports data relating to organisational performance in three areas: environmental, social and corporate governance.