



COUNCIL HOUSING NEIGHBOURHOOD MANAGEMENT POLICY

29 OCTOBER 2025

Policy: COUNCIL HOUSING NEIGHBOURHOOD MANAGEMENT POLICY**Date adopted:** 29/10/2025**Next review date:** 28/10/2027**Version control:**

Version Number	Purpose / Change	Author	Date
1.0	First issued	Michael Lerpeniere	29/10/2025

Links to Council Corporate Plan 2025-28:

Council ambition	Linked?
Working for a prosperous future <i>We want to ensure the best possible local economy, with opportunities for our residents to succeed and achieve</i>	Yes
Healthier, safer communities Residents should feel safe in our Borough and supported to be more active in order to improve their health and wellbeing	Yes
A greener and cleaner environment <i>It's important to everyone that we look after our environment</i>	Yes
Restoring the Council to good health <i>We will place our Council on a sound financial footing and ensure resilience – delivering the service our residents deserve and expect</i>	Yes
We ♥ Castle Point <i>We will help create and maintain the best possible place to live in, work in and visit</i>	Yes

Lead Officer responsible for owning the Policy and internal approval body (meeting / board where the Policy is approved for adoption or approved for referral to PFH or Committee for adoption)

Name: CHRIS STRATFORD, HOUSING DIRECTOR

Approved by: IAN BUTT, DIRECTOR, PLACE AND COMMUNITIES

Lead Member and Committee responsible for approving Policy:

Name: COUNCILLOR ROB LILLIS, PORTFOLIO HOLDER FOR HEALTH, WELLBEING AND HOUSING

Equality Impact Assessment undertaken?

Yes

Contents

1. Introduction	4
2. Scope	4
3. Definitions	4
4. Aims and Objectives of the Policy	5
5. Policy Statement	5
6. Legislation, Regulation and Guidance	5
7. Keeping Neighbourhoods and Communal Areas Well-Maintained	6
8. Keeping Neighbourhoods and Communal Areas Safe and Secure	8
9. Keeping Neighbourhoods and Communal Areas Well Managed	8
10. Tenant and Leaseholder Responsibilities	10
11. The Council's Responsibilities	10
12. Partnership Working	10
13. Monitoring and Continual Improvement	10
14. Data and Records	11
15. Equality, Diversity and Inclusion	11
16. Communication	11
17. Review of Policy	12
18. Consultation	12
19. Training	12
20. Significant non-compliance and escalation	12
22. Associated Policies and Procedures	13
23. Appendix	13

1. Introduction

- 1.1 As a responsible social housing landlord, Castle Point Borough Council ("the Council") is committed to managing the neighbourhoods where it has council homes, and keeping people safe that live in the homes it owns and manages.
- 1.2 The Council understands that the proactive and effective management of council housing estates and communal areas helps to create and sustain safe and clean neighbourhoods for local communities. The Council believes that providing effective neighbourhood management is also an important part of providing better quality services for tenants and leaseholders and acts as a deterrent to anti-social behaviour, neighbourhood nuisance and crime.
- 1.3 This Policy explains how the Council will carry out its neighbourhood management responsibility in the Council's housing estates and communal areas to effectively create and sustain safe and vibrant neighbourhoods for its local communities to live, work and thrive in.
- 1.4 The Policy demonstrates how the Council complies with current legislation and regulation.

2. Scope

- 2.1 This Policy applies to Council housing only, both tenanted and leasehold properties.
- 2.2 This Policy applies to all officers and teams in the Council involved in the management of estates and communal areas, including any partner or contractor, external agency or organisation, providing communal services on its estates or concerned with the safety, security or appearance of the neighbourhood environment.
- 2.3 The Policy applies to tenants and leaseholders, who, will also be held responsible for any breaches of this policy by one of their visitors. In respect of leaseholders, they are responsible for any breaches by tenants they place within their property.

3. Definitions

Communal areas	Communal areas refer to any space managed by the Council that is not within a resident's home but is shared by tenants, leaseholders, and other visitors. Such areas include (but are not limited to) entrances to the buildings, corridors, stairways, landings, lobbies, communal lounges, meter cupboards, external gardens, bins stores, garages and parking areas.
The Council	Castle Point Borough Council
Council estate	An area of housing built principally for housing, rented out to tenants and leaseholders where the Council is still responsible for the management of the area.
Leaseholders	Leaseholders are defined as anyone who owns a property under a leasehold agreement where the Council holds the right to the land on which the property sits.
Neighbourhood	Neighbourhoods are defined as localities where the Council owns and manages a significant number of properties.
Tenants	Tenants are defined as anyone who holds and occupies a property that is owned or managed by the Council under a tenancy agreement.

Visitor	A visitor is anyone who is within the neighbourhood or communal areas for a temporary period of time, with a connection to a local resident.
---------	--

4. Aims and Objectives of the Policy

4.1 This Policy aims to:

- Ensure that tenants and leaseholders have quiet enjoyment of their homes and surrounding neighbourhood.
- Ensure the Council's neighbourhoods and communal areas are safe, secure, clean and well-maintained.
- Ensure that neighbourhoods and communal areas on council estates are managed to high standards.
- Work in partnership with the Council's partners and contractors as one to create neighbourhoods and communities to be proud of.
- Support active participation from residents through meaningful involvement and consultation on all aspects of neighbourhood management, while making sure they are always treated fairly and with respect.

5. Policy Statement

5.1 This Policy has been developed to demonstrate the Council's proactive approach to property and neighbourhood management, recognising the influence of the neighbourhood on the overall community health. Through effective collaboration with its tenants, leaseholders and partners, such as the police, NHS, social services (adult and children) etc. the Council aim to establish secure and sustainable communities that nurtures wellbeing and aspiration. The Council is committed to creating meaningful opportunities for engagement and consultation, allowing tenants and leaseholders to jointly identify neighbourhood improvements and local priorities that will enhance the overall community experience.

6. Legislation, Regulation and Guidance

6.1 The Council is committed to ensuring that tenants' homes and tenants' and leaseholders' communal areas remain safe and fit for purpose. Under the '*Regulator of Social Housing Neighbourhood and Community Standard, 2024*', all registered providers, in consultation with their tenants, are to publish a policy setting out how they will maintain, manage and improve neighbourhoods associated with their homes. The key themes in the '*Regulator of Social Housing, Transparency, Influence and Accountability Standard, 2024*' state that:

- a) "Social Landlords must treat tenants and prospective tenants with fairness and respect.
- b) Social Landlords must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenant, in relation to the housing and landlord services they provide.
- c) Social Landlords must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

- d) Social landlords 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.
- e) Social landlords must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services".

The following list sets out the key legislation, regulation and guidance:

- Human Right Act 1998
- The Regulatory Reform (Fire Safety) Order 2005
- Health Act 2006
- The Building Regulations 2010 (Fire Safety)
- Equality Act 2010
- Anti-Social Behaviour, Crime and Policing Act 2014
- Regulator of Social Housing, Neighbourhood and Community Standard, 2024
- Regulator of Social Housing, Transparency, Influence and Accountability Standard, 2024

7. Keeping Neighbourhoods and Communal Areas Well-Maintained

7.1 Communal areas must be clean through regular sweeping and mopping, and free from litter and graffiti.

The Council expect all tenants and leaseholders and their visitors to play their part in keeping the neighbourhood clean and free of rubbish, by disposing of unwanted items responsibly and always leaving the area as clean as how they found it.

Tenants and leaseholders are encouraged to report any issues or concerns they have regarding the cleaning of communal areas by calling 01268 882200.

7.2 The Council is responsible for repairing and maintaining external structures it owns. It will ensure that facilities are conveniently located; regularly inspected, maintained, kept clean, safe, and secure; promptly repaired when needed; kept free of graffiti and litter; and adequately serviced and lit.

Where communal areas provide emergency lighting, smoke or heat detectors and electrical equipment, servicing these items will take place in accordance with the appropriate regulation and the Council's cyclical programme.

The Neighbourhood Management Officers and Sheltered Housing Officers will regularly inspect Council properties and report any defects to the maintenance team.

Tenants and leaseholders are strongly encouraged to also report any communal area defects by calling the following number: 01268 882326 or emailing maintenance@castlepoint.gov.uk.

7.3 To keep the Council's neighbourhoods clean and well-maintained and for the health and wellbeing of all residents, it is important that refuse and recycling are being disposed of correctly and safely.

The Council will publish details of collection dates for waste and recycling collection on its website.

Whenever it is possible to do so, the Council will ensure that adequate facilities are provided for refuse disposal and recycling and will maintain communal bin stores where these have been provided.

Keeping the Council's neighbourhoods clean is a shared responsibility. As such, all tenants and leaseholders are expected to dispose of their household rubbish appropriately and adequately, by bagging them and placing them in the correct bins provided until collection. Tenants and leaseholders are responsible for making arrangements for the disposal of large items (such as household furniture), and these must not be left in communal areas. See the Council's website [Bulky Waste Collection | CastlePoint](#) to see guidance and to arrange a collection.

Any rubbish that has not been disposed of correctly by a tenant or leaseholder, may incur a recharge for the cost of clearing the item.

The Council will work with its contractor to ensure the service provided for the collection of waste and recycling is effective and timely, and that any delays or changes to these services are promptly and effectively communicated to tenants and leaseholders.

7.4 The Council is responsible for the maintenance of open spaces and communal areas, which primarily include landscaping, grass cutting and grounds maintenance arrangements across the Council's estate.

Whenever possible, the Council will engage with tenants and leaseholders to collaborate and agree the specification for the grounds maintenance contract for their estate, so that it is maintained to agreed standards.

Tenants are responsible for the upkeep of gardens associated with their home by maintaining grass and hedges and ensuring their lack of garden maintenance does not cause a nuisance to their neighbours. Full details of responsibilities are contained within the Tenancy Agreement.

7.5 Trees on the Council's estates are the responsibility of the Council. The Council will carry out inspections of trees to identify health and safety issues at the earliest possible stage, so that preventative action can be undertaken when appropriate.

Residents are encouraged to consult the Council's website ([Trees and Hedges | Castle Point](#)) for more information about trees.

Residents are encouraged to report any issues or concerns they have about trees by ringing 01268 882200.

7.6 Public roads and pavements are the responsibility of Essex County Council. Public footpaths on Council housing land, and any vehicle access routes to parking and garage areas are the responsibility of Castle Point Borough Council, and the Council aims to keep them clean, tidy and well-maintained.

Residents are encouraged to report any damage or issue with paths by ringing 01268 882200.

7.7 The Council will ensure that signage on its estates is clear, necessary, appropriate, and well-maintained, and that health and safety or other mandatory signage is present where required. Any unnecessary or outdated and obsolete signage will be removed or replaced as appropriate. Tenants and Leaseholders are encouraged to report any damaged signage to the Council by ringing 01268 882200.

7.8 Abandoned vehicles on public land pose a threat to the safety of residents and visitors and the environment as they can be dangerous. Residents who wish to report an abandoned vehicle should ring 01268 882200. The Council ask that, before an abandoned vehicle is reported to us, residents collect as much information as possible, including the date when they first noticed the vehicle at that location. If, following an investigation, it is clearly

established that the vehicle has been abandoned, the Council have the power to remove it from public highway and Council owned land.

7.9 Vandalism is an act of reckless or deliberate damage or destruction to public or private property which can pose a danger to the neighbourhood community. It is an illegal and anti-social activity. Graffiti is the damage caused (by whatever means) to public or private property without the owner's consent. The Council takes both acts seriously and will not tolerate either. These will be considered as anti-social behaviour and treated accordingly. Perpetrators of acts of vandalism or graffiti may be reported to the Police under the Criminal Damage Act 1971. Residents are encouraged to report any acts of vandalism and/or graffiti to the Council by calling 01268 882200.

8. Keeping Neighbourhoods and Communal Areas Safe and Secure

8.1 'Anti-social behaviour' (ASB) such as noise, vandalism, graffiti, harassment, and any other disruptive behaviour that damages the sustainability of the local communities will not be tolerated in Castle Point. The Council is committed to reducing and tackling anti-social behaviour on its estates to make them a safe place to live, work, and visit. Whenever possible, the Council will focus on preventative measures and early informal interventions or warnings to avoid the escalation of anti-social behaviour. When necessary, it will take enforcement action which will be measured, reasonable, and proportionate, based on available evidence. The Council has a dedicated Council Housing Anti-Social Behaviour Policy which can be found [here](#).

Tenants and leaseholders are encouraged to report incidents of anti-social behaviour to the Council, either in person at one of its offices or during a scheduled visit by a member of staff, by phone call 01268 882200.

8.2 'CCTV' - The Council has installed CCTV cameras around the local area to help monitor public spaces and highways. Where these cameras are in operation, the Council have installed signs to let you know. The Council will consider requests from residents to install domestic surveillance devices like CCTV or doorbell cameras on their property where appropriate. Please refer to Council Housing CCTV Policy for full details.

8.3 'Fire Safety in Communal Areas'- The Council takes fire safety of its tenants, leaseholders and their visitors very seriously, which is why the Fire Authority will conduct periodic fire safety inspections to ensure that communal areas are kept in a safe condition. As part of the [Council's Fire Safety Procedure](#), the Council reserve the right to remove any combustible items posing a safety hazard in communal area (e.g. soft furnishing, artificial plants, electric scooters, furniture, rubbish), especially if they block fire escape routes or fire doors.

The Council will review the Fire Risk Assessment of communal areas every year, in conjunction with the Council's Fire Safety Contractor to identify any issues of concern. Please see the Council Housing Fire Safety Policy for full details.

9. Keeping Neighbourhoods and Communal Areas Well Maintained

9.1 'Permissions' - Residents must have the Council's written permission before making alterations or additions within a communal area, or erecting any garages, greenhouses, or other types of external structures. The Council may approve requests that are fully risk assessed and do not pose an obstruction or a threat to the health and safety of other residents or visitors.

To request permission, residents should contact the Neighbourhood Management Officers team by calling 01268 882200 or emailing tenancyofficers@castlepoint.gov.uk. Requests will be considered on a case-by-case basis.

9.2 'Mobility scooters in communal areas' - Residents are not permitted to store or charge their mobility scooters in internal or external communal areas on Council estates. In most sheltered schemes, the Council provide specific facilities designed for this purpose. Storing or charging mobility scooters in communal areas, outside of these designated areas may result in enforcement action being taken. To ensure the safety of everyone, when driving their mobility scooters in communal areas, residents or their visitors must always ensure that they have set the lowest speed setting available. If a mobility scooter poses a serious fire and safety risk, the Council may take immediate action for removal without giving prior notice.

9.3 'Pets in communal areas' – Tenants and leaseholders with pets and their visitors must always keep their dogs on a lead in the internal and external communal areas. Residents will be held responsible for any damage caused to the shared areas or others by any animal kept in their home or visiting their property. Residents are required to clean up after their pets to prevent health hazards, including unpleasant odours, and to maintain the cleanliness of the Council's neighbourhoods. See Council Housing Pet Policy for full details.

9.4 'Storage of items in communal areas' - Internal communal areas, including entrance halls, stairwells, landings, corridors, etc. must be kept clear of obstructions at all times. Even the temporary storage of items in these areas poses a risk of fire and injury to other users of the space. Any item left unattended in communal areas, both internal and external, will be immediately removed by the Council. Residents found responsible for the item will be recharged for any costs incurred in the removal process.

9.5 'Smoking and vaping in communal areas' – The Council maintains a strict No Smoking policy in the communal areas of all Council-owned buildings – this includes vaping. Under the Health Act 2006, it is illegal to smoke in internal communal areas.

9.6 'Residential parking' – In some locations, the Council may provide car parking facilities that are for the specific use of its residents, their visitors, or Council employees or contractors that may need to visit the building in the course of their duties. All vehicles on Council land should be taxed, insured, and have a valid MOT. The Council consider all vehicles parked on its land that do not meet these requirements to be causing a nuisance and will take appropriate action for their removal.

9.7 'External structures' – Any buildings or structures within communal areas, even those that are immediately outside of, or adjacent to, a tenant, leaseholder or freeholder property should not be seen as an extension of their property and should not be used for their exclusive use or for the storage of personal effects, especially where access to the communal area is required by other tenants. All tenants wishing to change the structure or the outside of their home will first need to obtain permission from the Council in writing. If approved, the tenant will be responsible for maintaining the improvements made and ensure that they do not pose a risk to the health and safety of others.

If changes to the structure are made without first getting the Council's written permission, it will take all appropriate measures to return the property to its original state and charge the tenant or leaseholder for the costs of doing so. In the most serious cases, the Council may seek a court order to terminate the tenancy or lease of the tenant or leaseholder in question.

10. Tenant and Leaseholder Responsibilities

- 10.1 The Council will encourage tenants and leaseholders, to report all concerns they may have about their neighbourhood to the Council.
- 10.2 Tenants and leaseholders are encouraged to participate in neighbourhood inspections, and feed in ideas for improvements.
- 10.3 The Council has a volunteer Neighbourhood Champion role for all neighbourhoods that is open to all tenants and leaseholders to apply for, training will be provided to those successful.
- 10.4 Tenants and leaseholders are responsible for ensuring they keep the communal areas clear, so as not to delay or prevent emergency services from attending to an incident including a fire in a Council home if necessary.
- 10.5 Tenants and leaseholders, their household members and their visitors are not to do anything that may cause a nuisance or annoyance to any of their neighbours, this includes taking care of their garden, being responsible pet owners, not engaging in illegal activities such as vandalism or graffiti.

11. The Council's Responsibilities

- 11.1 It is the Council's responsibility to keep homes it owns safe and free from health hazards. The Head of Housing Management Services will appoint suitably qualified persons to oversee the implementation of this Policy.
- 11.2 The Council is responsible for taking tenancy or lease enforcement action where there are breaches of tenancy, to protect the safety and enjoyment of all homes for tenants and leaseholders.

12. Partnership Working

- 12.1 The Council recognise that high quality sustainable neighbourhoods can only be achieved if organisations work together towards this common goal. The Council is committed to developing positive working relationships with partner agencies, such as the police, social services, NHS, Community Safety Partnership (CSP), other housing providers and the Council's service contractors to realise the aspirations for the Council's neighbourhoods.
- 12.2 The Council expects its tenants and leaseholders to take responsibility for working in partnership ensuring the standards on its estates and communal areas remain high.

13. Monitoring and Continual Improvement

- 13.1 The Council's Neighbourhood Management Team and Sheltered Housing Officers inspect communal areas and neighbourhoods regularly to ensure they are free from fire risks and obstructions. The frequency of these inspections has been determined by the property type and local factors, and the inspection schedule can be found on the Council's website. The Council reserve the right to carry out spot inspections of its neighbourhoods and properties,

with appropriate notice given on the latter. All neighbourhoods with communal areas or facilities will be inspected no less than once every six months.

Where a neighbourhood is assessed as unsatisfactory, the Council will take a planned approach with specific actions for improvement, these actions will be monitored closely by the Interim Head of Housing Management.

13.2 The Interim Head of Housing Management will also report quarterly to the Housing Managers Team the following KPIs:

% of high risk estate inspections completed this quarter

% of medium risk estate inspections completed this quarter

% of low risk estate inspections completed this quarter

% of high risk actions completed within defined timescale this quarter

13.3 The Tenant Satisfaction Measure (TSM) that relates specifically to neighbourhood management are:

TP10: Satisfaction that the landlord keeps communal areas clean and well maintained.

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods.

13.4 The TSM data is collected twice a year in a perception survey and the results are shared internally with the Senior Leadership Team, the Cabinet, the Portfolio Holder for Health, Wellbeing and Housing, and engaged tenants and leaseholders. The results of all TSMs are shared annually with the Regulator of Social Housing and published on the Council's website.

14. Data and Records

14.1 The Council will record all neighbourhood inspections electronically.

14.2 The Council will ensure all tenant information in the premises information boxes (PIB) is checked and updated at least quarterly.

15. Equality, Diversity and Inclusion

15.1 The safety of the Council's tenants, leaseholders and workforce is of the utmost importance. This Policy has been written to protect all concerned, considering all protected characteristics as set out in the Equality Act 2010.

15.2 The Council will ensure that relevant information is communicated in an accessible and understandable way with the aim of keeping people safe. This may include clear signage, instruction, and in some cases liaising with a third-party giving support to a tenant or leaseholder, in accordance with Data Protection law.

15.3 An Equality Impact Assessment has been carried out which determined there is no negative impact specific to those with protected characteristics. See Appendix 1.

16. Communication

16.1 Once the Policy is approved, a summary document ("a policy on a page") will be placed on the Council's website with a link to the full Policy. An approved version of this Policy will be published internally and accessible to Council employees.

16.2 The Council recognises good communication is essential in the effective delivery of neighbourhood management.

16.3 The Council will also aim to successfully engage with vulnerable and hard to reach tenants and leaseholders. The Council will share information clearly and transparently and will

ensure that information is available to tenants and leaseholders via regular publications and information on its website.

17. Review of Policy

- 17.1 This Policy will be reviewed every two years, unless new legislation or good practice, or in the event of a relevant major incident means it needs to be reviewed sooner.
- 17.2 The implementation of this policy will be continuously monitored by the Head of Housing, and the Housing Policy Officer. The results will be used to enhance future policy reviews and continually improve the Council's service standards. The Council reserve the right to change this policy to meet changes in regulation, legislation and good management practice. All changes will be subject to an Equality Impact Assessment. Where the change is considered to be minor, it will be approved by the Director Place and Communities. If the change is major, approval will be by the Portfolio Holder for Health, Wellbeing and Housing.

18. Consultation

- 18.1 The Council is committed to meaningful tenant and leaseholder engagement.
- 18.2 The Council is committed to ensuring that its tenants' and leaseholders' voice is heard and that issues and suggestions raised by them are listened to and, where appropriate, acted upon. The Council will work alongside tenants and leaseholders to define standards, help in monitoring and managing contractor performance, and drive the positive future improvements to its estates and neighbourhoods through neighbourhood inspections, and Neighbourhood Champions.
- 18.3 In general, the Council will consult with its tenants and leaseholders on the quality of the services it provides and neighbourhood management using satisfaction surveys. All data collected this way will be used to improve its strategies, procedures, and services.

19. Training

- 19.1 The Council will maintain a skills/training matrix to ensure that all Council employees undertaking key roles within the scope of this Policy have appropriate training.
- 19.2 The Council will deliver training on this Policy and the procedures that support it, including team briefings; and more detailed training for those delivering the neighbourhood management service, to ensure all Council employees understand their responsibilities for neighbourhood management.
- 19.3 Training will be provided for Neighbourhood Champions.
- 19.4 Training records will be maintained for all courses attended for tenants, leaseholders and Council employees.

20. Significant non-compliance and escalation

- 20.1 The Council's definition of significant non-compliance is any incident which has the potential to result in a breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or of a Council employee being made aware.
- 20.2 Any non-compliance issue identified at an operational level will be formally reported to the Interim Head of Housing in the first instance, who will agree an appropriate course of corrective action with the Interim Housing Director and the Interim Assistant Director of

Housing Technical Services. The Interim Housing Director will report details of the same to a member of the Senior Leadership Team which includes the Chief Executive, Director, Corporate and Customer, Director, Commercial and Assets and Director, Place and Communities and Assistant Director, Legal & Democratic Services and Monitoring Officer and Assistant Director, Finance & Procurement and Section 151 Officer.

- 20.3 In cases of a serious non-compliance the Chief Executive will notify the Leader, Deputy Leader and the Portfolio Holder for Health, Wellbeing and Housing.
- 20.4 In cases of serious non-compliance, the Chief Executive will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

21. Governance

- 21.1 The Council has overall responsibility for ensuring that this Policy is implemented to ensure compliance with the Regulator of Social Housing Neighbourhood and Community Standard, 2024.
- 21.2 The Chief Executive reports to Cabinet to demonstrate accountability for corporate health and safety across the Council and is accountable for ensuring that health and safety compliance management duties in its landlord function are properly controlled and managed to keep its tenants and leaseholders safe. Under Section 26 of the Constitution (the Officer Scheme of Delegation) the Chief Executive is authorised to delegate duties to the Directors who are then responsible to take the decisions for the effective sub delegation of duties within their service areas of responsibility; this is to ensure the Council's statutory duties and functions are effectively discharged.
- 21.3 The day-to-day responsibility for neighbourhood management for the Council's housing stock is implemented in line with this Policy has been delegated, via the Chief Executive, to the Director, Place and Communities. The Neighbourhood Management Procedure also identifies the roles and responsibilities of those who will undertake the day-to-day tasks on behalf of the Director, Place and Communities.
- 21.4 The Director Place and Communities has delegated their duty holder responsibility to the Interim Head of Housing who has professional responsibility for the communal areas and estates the Council owns.

22. Associated Policies and Procedures

- Castle Point Borough Council Health and Safety Policy
- Council Housing Asset Management Strategy
- Council Housing Disrepair Policy
- Council Housing Electric Safety Policy
- Council Housing Fire Safety Policy
- Council Housing Lift Safety Policy
- Council Housing Maintenance and Repairs Policy
- Council Housing Neighbourhood Management Procedure
- Repairs Handbook

23. Appendix

Equality Impact Assessment for Neighbourhood Management