

Neighbourhood Management

We will work in partnership with our customers, partners and local stakeholders to find the most effective way of keeping our neighbourhoods clean and safe. Our Neighbourhood Management Team is the first point of contact for any queries or issues concerning your tenancy and your neighbourhood. We are committed to supporting our customers in maintaining their tenancies and will act swiftly to tackle any breaches of the Tenancy Agreement.

Anti-Social Behaviour

OUR COMMITMENT TO YOU

- We will uphold the principles of the Respect Standard for Housing Management, which is a framework for tackling anti-social behaviour and its causes.
- We take anti-social behaviour seriously and will support customers to deal with minor incidents as well as tackling serious incidents.
- We believe we have a contribution to make to providing diversionary activities for younger people to reduce minor anti-social behaviour.
- We will work with our partners to ensure there is an immediate response to serious cases of anti-social behaviour.
- We will carry out regular customer satisfaction surveys of closed cases and publish the results.

STANDARDS WE WILL MONITOR

- We will contact complainants within three working days of receiving a complaint to discuss the issue and agree a course of action.
- We will contact the alleged perpetrator within five working days to discuss the complaint and agree a resolution.
- We will follow up each meeting and any agreements made in writing within five working days.
- We will keep you updated with the progress of your complaint at least once every two weeks.

Tenancy Management

OUR COMMITMENT TO YOU

- We will treat all our customers in a fair and consistent manner and be sensitive to the needs of the individual and the situation. All contact will be confidential.
- Your Neighbourhood Officer will provide support and assistance should you have any questions relating to your tenancy and home.
- We will prioritise our annual visits to support our more vulnerable customers to assist them in sustaining their tenancies.

STANDARDS WE WILL MONITOR

- As a new customer you will receive a new tenancy visit within the first 6 weeks of your new tenancy.
- We will review your starter tenancy at 8 months to determine whether you will be granted an assured tenancy and this will include a home visit.
- Should you request to move by mutual exchange your application will be processed and a decision will be made within 42 days.
- When you inform us that you wish to end your tenancy we will make an appointment to visit you at your home to offer advice and assistance.
- Estate Inspections will be publicised and completed monthly for large estates, and quarterly for smaller and rural estates.

Estate Care-taking Service

Our estate care-takers provide a regular, reactive service to improve the general appearance of our neighbourhoods.

OUR COMMITMENT TO YOU

- We want to maintain our neighbourhoods so they continue to be places where people want to live.
- We will provide a proactive service to support our vulnerable customers to maintain their tenancies.

STANDARDS WE WILL MONITOR

- We will ensure that communal areas are cleared of litter and graffiti, removing offensive graffiti within 24 hours, and all other reported graffiti within 3 working days.
- We will remove all dangerous or hazardous materials left in Aspire owned communal areas within one working day of receiving the report.
- We will remove other rubbish and dumped items within a maximum of three working days depending on location and quantity.
- We will inspect all streets and garage areas at least twice a week to monitor and deal with problem areas.
- We will provide a bulk refuse collection service for customers once a week.