Neighbourhood Management Policy

Author: Lauren Crews, Service Manager, Tenancy Management

Date: January 2026

Contents

Introduction 4
Purpose 4
Scope 4
Legal and Regulatory Context 4
Aims and Objectives 5
Service Delivery and Monitoring 5
Contract Management 5
Estate Inspections 5
Fire Safety 6
Playgrounds 6
Lifts 6
Environment and Communal Service 6
Climate and Sustainability 6
Communal Cleaning 7
Window Cleaning 7
Grounds Maintenance 7
Tree Work 8
Disposal of Refuse and Bulky Items 8
Dumped Rubbish, Fly-tipping and Bulky Waste 8
Sharps and Hazardous Materials Removal 9
Pests and Vermin 9
Graffiti Removal and Vandalism 9
Neighbourhood and Tenancy Responsibilities 9
Parking 9
Garages 10
Land Ownership Disputes/Fencing and Walls 10
Environmental Nuisance 10
Garden Maintenance 11
CCTV Use and Guidelines 11
Tenant Voice 11
Community Safety 12
Equality and Diversity and Inclusion 13
Complaints and Feedback 13
Complaints 13
How to complain to the Housing Ombudsman 14
How to complain to the Local Government Social Care Ombudsman 14
Feedback 14
Who to Contact 14

Review and Version Control_____ **15**

Introduction

Purpose

This policy sets out the responsibilities of Wigan Council and Wigan Council Tenants, in relation to its neighbourhoods and the environment where we have council owned properties. This policy should be read in conjunction with customers' individual tenancy agreements, which further define these responsibilities.

This policy supports the Council's wider ambitions under *Progress with Unity*, which aims to create fair opportunities and flourishing neighbourhoods for all.

The policy supports the delivery of Wigan Council's strategic ambitions under Progress with Unity, which seeks to:

- Create fair opportunities for all residents, families, and businesses.
- Make all towns and neighbourhoods flourish for those who live and work in them.

Scope

Neighbourhood management covers the upkeep and safety of the areas around our properties and within our communities. These services help ensure our neighbourhoods are well-maintained, safe, and secure places to live. They are delivered by several council teams, including Homes and Communities, Streetscene, and Community Resilience.

This policy applies to all housing stock and land managed under the Housing Revenue Account and supports both new and existing Wigan Council Tenants. Some services apply only to flats or properties with communal areas; these will be clearly identified in the relevant sections.

Wigan Council is committed to providing quality homes for those most in need and creating sustainable communities. Effective neighbourhood and tenancy management are essential to achieving this. We know that maintaining our neighbourhoods is important to Tenants, and we want all customers to feel safe and secure in their homes and communities.

Legal and Regulatory Context

This policy is designed to comply with national standards and legislation governing neighbourhood management and housing services.

Regulatory Standards

Neighbourhood and Community Standard (Regulator of Social Housing): Requires all local authority providers to maintain common parts and communal areas and deliver responsive neighbourhood management services.

Relevant Legislation

- Housing Act 1985
- Housing Act 1996
- Crime and Disorder Act 1998
- Equality Act 2010
- Building Safety Act 2022

Aims and Objectives

This policy ensures Tenants understand their rights and responsibilities while meeting all legal and regulatory requirements.

Through effective neighbourhood management, we aim to create safe, clean, and inclusive communities, deliver consistent, high-quality services, and reduce inequalities in line with Wigan Council's *Progress with Unity* vision.

Service Delivery and Monitoring

Contract Management

Neighbourhood management services carried out across the council are provided by a variety of in-house teams and contractors. We will try to ensure that we monitor these contractors closely through a combination of inspections, contract meetings and by gathering and reviewing customer feedback and aim to deliver value for money and a quality service.

Estate Inspections

We will regularly conduct inspections of our neighbourhoods and communal areas to try to ensure they are clean, tidy and safe places to live and to check that our service standards are being met and services are being delivered to agreed specifications by our contractors and partners. These inspections will also include a range of checks for health and safety reasons including but not limited to:

- Fire alarm testing
- Fire Safety Checks
- Emergency lighting testing
- Legionella testing

- Asbestos condition inspection
- Electrical installation testing and inspection
- Heating servicing
- Lifting equipment
- Playgrounds inspections
- Management of internal communal areas

We may also carry out scheduled neighbourhood walkabouts with customers and partners in some areas on occasion.

Fire Safety

Wigan Council's Fire Safety Policy sets out our approach to health and safety hazards arising from fire and how the Council aims to prevent or minimise the risks to residents, employees, contractors and visitors, of a fire occurring.

If you are concerned about fire safety please contact our Building Safety Team via email at Building.Safety@wigan.gov.uk or alternatively by phone at 01942 489005, you can also report this in person at one of our offices.

Playgrounds

In line with best practice, playgrounds owned and managed by Wigan Council are subject to weekly inspections, an annual risk assessment and thorough examination of playground equipment. These checks are completed by Streetscene on behalf of housing services.

Lifts

We will ensure that lifts are maintained and inspected regularly to ensure safe and efficient travel. Customers who would struggle to use stairs in the event of a lift being out of service or in an emergency should notify us immediately; this is to ensure suitable evacuation plans can be arranged.

Environment and Communal Service

Climate and Sustainability

Wigan Council is committed to reducing environmental impact by improving fleet efficiency and exploring low-emissions and electric vehicles. We aim to promote recycling, enhance biodiversity through tree planting and adopt energy-efficient solutions in communal areas. These actions support our borough-wide carbon reduction target of net zero by 2038.

Communal Cleaning

In buildings where there are shared internal communal areas, the Tenant is responsible for cleaning their own corridors and landings. In-house teams and contractors will carry out communal cleaning, in some of our buildings but not all, these are cleaned to a specification that details what tasks are required to keep the area in a clean and liveable state.

In some buildings, cleaning is carried out according to an enhanced specification where it has been identified that additional work is required, such as due to unique features of the building. This service is paid for through customers' service charges, where applicable.

Please note this service is only applicable to Tenants living in properties with internal communal areas only where a cleaning contract is in place.

We are working towards standardising our specification for cleaning across our buildings.

Window Cleaning

In some buildings, we provide a window cleaning service for the communal windows. This service is charged through customers' service charges, service charges are not applicable to all buildings, Tenants will be notified of any service charges prior to signing for their tenancy and will be notified of any changes to their service charge during their tenancy. The frequency of this service varies by area.

Please note this service is only applicable to Tenants living in flats or those with communal areas where a window cleaning service is in place.

We are working towards standardising our window cleaning services and charges across our buildings.

Grounds Maintenance

We aim to provide a quality Grounds Maintenance Service on all designated Housing Land, as identified on the Corporate GIS system and to ensure that all neighbourhoods that are managed by the Council's Housing Service are well maintained, and kept free from rubbish and weeds; the appearance of all planting and lawns will be kept to an acceptable standard; and all neighbourhood facilities (Parking bays, pathways, Sheltered housing complexes, roadways, play areas, garage areas, alleyways etc will be clean, tidy, and free of weeds and litter and will be kept in good repair and working order by a programme of safety and quality inspections. Maintaining clean, green, and welcoming environments supports our strategic mission

through Progress with Unity to make all towns and neighbourhood's flourish.

The specification and frequency of this service will vary by area; we will provide this information to customers on request. We are reviewing our grounds maintenance specification with a view to standardising our approach across our neighbourhoods and buildings. Some of our buildings have an enhanced grounds maintenance programme, these services are paid for through customers service charges.

Customers will be responsible for maintaining any external space allocated to them or within the curtilage of their home such as gardens, driveways etc.

Tree Work

We will maintain all trees on housing land in external shared areas and ensure that any necessary work is carried out by specialist tree surgeons. We will maintain these trees in addition to the ground's maintenance service. In some cases, external contractors will provide this service. Trees that are positioned within the boundary of private gardens are the responsibility of the tenant; however, we encourage customers to contact us if they have trouble in maintaining a tree that poses a health and safety concern. Any requests for works to be undertaken by Wigan Council will be considered in line with Wigan Councils Tree Management Principles Tree Management Principles document

Disposal of Refuse and Bulky Items

Customers should ensure their bins are put out and removed on the day of collection. Any issues over the collection of waste should be directed to the Environment Team. We will inspect bin rooms, stores and chutes regularly for health and safety reasons and to try to ensure areas are kept clean and hygienic.

Dumped Rubbish, Fly-tipping and Bulky Waste

Customers must ensure that rubbish is disposed of in the appropriate manner using the facilities provided with their home. Wigan Council provide a bulky waste collection service this includes the removal of 5 items and is available twice a year.

Where we identify problems with rubbish disposal, fly-tipping or bulky waste in our neighbourhoods we will take proportionate steps to investigate the matter and where necessary pursue perpetrators through our environmental enforcement team.

Sharps and Hazardous Materials Removal

Where we receive reports of needles, syringes, or other sharp hazardous materials in communal areas we will aim to arrange removal within 24 hours. We encourage customers to report this to us as soon as identified and always avoid removing the item themselves.

Pests and Vermin

Any issues with pets or vermin must be reported to the Pest Control team, the team will attend and agree a suitable course of treatment. Wigan Council Tenants are not charged for this service.

Graffiti Removal and Vandalism

We will remove any graffiti reported to us and try to ensure that any offensive graffiti is removed within 24 hours. Where we are able to identify the perpetrators of graffiti or vandalism, action will be taken against them.

Neighbourhood and Tenancy Responsibilities

Parking

We will advise customers if there is any parking attached to their council property. People applying for accommodation are encouraged to check if there are sufficient parking facilities for their needs prior to accepting a property.

Car parking spaces are available to Tenants and their visitors at some of our buildings and in our neighbourhoods. The spaces are limited, and it is not normally possible to allocate spaces for the sole use of Tenants. Unless otherwise specified, all communal car parking spaces are used on a first come, first served basis with no allocation of specific parking spaces.

All vehicles parking at high-rise blocks are subject to a vehicle registration and permit scheme operated by a third-party parking management company on behalf of the Council. Tenants will be issued with the appropriate parking permits at the start of their tenancy and must display them at all times. Vehicles not displaying a valid permit may be subject to enforcement action, including clamping, in accordance with the terms of the parking scheme.

Tenants living in properties located within permit-holder-only parking zones will be issued with the appropriate parking permits upon signing for their tenancy. Any vehicle parked in these areas without clearly displaying a valid permit may be issued with a Penalty Charge Notice.

We cannot stop members of the public from parking on our car parks or parking bays, unless they are located on a site where there is a vehicle registration scheme in place such as our high-rise buildings. Any vehicle not displaying the registration permit on a site where there is a vehicle registration scheme or permit holder only parking, will be clamped or issued a fine. Disabled parking facilities will be signposted and are for the use of disabled customers only.

We will take appropriate measures to remove vehicles parked without authorisation, e.g. untaxed or abandoned vehicles, caravans or commercial vehicles if they are causing a problem or if they have been abandoned. We will not allow major repair work on cars or other vehicles parked in communal car parks owned or managed by us.

Garages

Garages are available for let throughout the borough, customers must complete a garage application form and join the garage waiting list, garages are allocated as per our Garage Allocations Procedure. Weekly rent is payable.

Garages should also be used in accordance with the conditions of the licence agreement and should not be sub-let or used inappropriately. Breaches of such licence shall be dealt with by the Tenancy Services Team.

Customers should be encouraged to report any defects or damage they may encounter on their garages, as commonly garage roofs are built using asbestos cement sheets so it is important that if customers see or cause damage, they report this as soon as possible.

We reserve the right to amend local parking allocation arrangements to ensure a fair distribution of spaces between customers.

In the case of ice and snow, health and safety guidance should be followed when gritting paths or outside areas.

Land Ownership Disputes/Fencing and Walls

We will investigate and, where possible, seek to resolve disputes between customers in relation to boundaries, such as fencing and walls by offering advice, guidance, mediation and signposting as appropriate.

Environmental Nuisance

Wigan Council will:

- Take enforcement action against customers who fly-tip or litter within their neighbourhood.
- Address graffiti promptly and take action against those responsible, whether at their home or in communal areas.
- Act against customers who allow their dogs to foul in public spaces, ensuring neighbourhoods remain clean and safe.

Garden Maintenance

Wigan Council will:

- Monitor neighbourhoods and identify gardens that are visibly overgrown or untidy.
- Take proportionate action where gardens are not maintained to an acceptable standard.
- Provide support to customers who are unable to maintain their garden due to personal circumstances.
- Respond promptly to complaints about untidy gardens.
- Address issues where rubbish or bulky waste is left in gardens, including enforcement where necessary.

Use and Guidelines

On schemes that contain CCTV, we may monitor services 24 hours each day, 365 days of the year or access footage, as necessary. We will use CCTV recordings to:

- Prevent and detect criminal acts and anti-social behaviour in and around our homes and neighbourhoods
- Ensure safe environments for our colleagues and customers
- Protect our property and business interests
- Investigate alleged breaches of tenancy

Further information can be found with Wigan Council's CCTV Code of Practice.

The Tenant must only use the CCTV (or allow it to be used) for your personal and domestic use, in compliance with Data Protection laws, and in accordance with guidance from the Information Commissioner's Office.

Tenant Voice

The Tenant Involvement and Empowerment Standard, issued by the Regulator of Social Housing requires all local authority providers to enable

its customers with a range of opportunities to be involved in, and influence, policies, decisions, and monitor and scrutinise performance. Through active engagement, we support the Progress with Unity mission to empower residents to shape their neighbourhoods and influence service delivery.

We will provide customers with a range of involvement options, in line with our Engagement Strategy, to jointly monitor how clean and safe our neighbourhoods are, that our service standards are being met and that and our contractors and partners are delivering services to agreed specifications. This will be conducted through a range of activities such as, but not limited to:

- Scrutiny of performance information by the Housing Advisory Panel and our scrutiny panel(s)
- Mystery Shopping exercises and Focus Groups
- Gathering and reviewing feedback from customers through a range of methods e.g., social media, surveys and community events

Further details of how you can get involved can be found via our website Become a Tenant Voice . As a member of Tenant Voice, you will act as a link between us, partner organisations, Tenants and Residents.

Community Safety

In Wigan we want our residents to feel safe in their community. Effective Neighbourhood Management contributes to our strategic vision through Progress with Unity by fostering strong, resilient communities where residents feel safe, supported, and connected.

The Community safety partnerships are a statutory partnership of organisations who work together to create strategies and practical interventions to reduce crime and disorder. The core role for the Partnership is to develop and deliver a sustainable Crime and Disorder Strategy for the borough.

We believe that people who live in strong resilient communities, feel safe and supported from crime and disorder and have access to effective partnership agency support when they need it. Further information can be found via our website Wigan Borough Community Safety Partnership

For detailed Anti-Social Behaviour and Domestic Abuse advice and support, please refer to the **Tenancy Management Policy.** This policy supports those principles in the context of neighbourhood upkeep and community safety.

Equality and Diversity and Inclusion

We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history.

Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly. Our commitment to fairness and inclusion reflects the Progress with Unity mission to create equitable opportunities for all residents.

Data protection and equality impact assessments have been undertaken in respect of this policy and which identified no negative impact on any person/group with a protected characteristic as a result of this policy.

Complaints and Feedback

Complaints

Unfortunately, we don't always get things right, if a customer is unhappy with the service, they have received from Wigan Council, we ask that they let us know. We are committed to making it easy for anyone who is unhappy with a service, or experience provided by the Council, to tell us about it. Where customers require additional support, we will endeavour to provide a service that seeks to meet the needs of a particular individual or household.

You can make a complaint to us in whichever way is easiest for you.

- Use our online form at www.wigan.gov.uk/contactus
- Email us at complaints@wigan.gov.uk
- Phone us on (01942) 827607.
- Write to us at the Complaints and Information team, PO Box 100, Wigan, WN1 3DS.
- Call into any public Council office.

In cases where we cannot resolve complaints informally, complaints are dealt with in line with Wigan Council's Complaints Policy and a Stage 1 and Stage 2 complaints process is followed. If a customer remains unhappy and is not satisfied with our response, they can appeal through the Housing Ombudsman service, the Local Government Ombudsman, or their local MP.

How to complain to the Housing Ombudsman

- Use the online complaint form at Make a complaint - Housing Ombudsman (housing-ombudsman.org.uk)
- Phone them on 0300 111 3000
- Email: info@housing-ombudsman.org.uk

How to complain to the Local Government Social Care Ombudsman

- Use the online complaint form at Contact us - Local Government and Social Care Ombudsman
- Phone them on 0300 061 0614

Feedback

It is vital we know what our customers think and that is why your feedback and suggestions are important to us.

- Tell us about any feedback or suggestions you have that might make our services better or more efficient
- Let us know if we have given you a good service.
- This helps us to understand what is important to you and to share good practice so that we can improve our services. Use this link to complete the online form Give us feedback

Who to Contact

If you need to report an issue, request a service, or seek support, please use the relevant contact details below:

General Neighbourhood Issues

- Report it online: www.wigan.gov.uk/report-it
- Phone: 01942 489005
- In person: Visit your local Life Centre

Communal Cleaning, Window Cleaning, Grounds Maintenance,

- By Email: myhome@wigan.gov.uk
- Phone: 01942 489005
- In person: Visit your local Life Centre
- Directly to staff on site if you live in Sheltered, Extra Care or Supported Accommodation.

Tree Work

- Report it online :Trees and woodlands
- Phone: 01942 489005
- In person: Visit your local Life Centre

Fire Safety

- By Email: Building.Safety@wigan.gov.uk
- Phone: 01942 489005
- In person: Visit your local Life Centre

Fly-tipping, Bulky Waste, Graffiti, Hazardous Materials

- Report online: Fly tipping
- Bulky waste collection: Bulky waste and larger household items
- Graffiti removal: Graffiti or by phone at 01942 489005.
- Sharps or Hazardous Waste: Report it or by phone on 01942 489005.
- In person: Visit your local Life Centre

Pest Control

- Report online: Pests
- By Phone: 01942 489005
- In person: Visit your local Life Centre

Garage Applications

- **Apply online:** Rent a garage

Tenant Voice

- Online: Tenant Voice and Engagement Team Contact Form | Instructions – Wigan Council
- By phone: 01942 486645
- By email: TVT@wigan.gov.uk

Review and Version Control

This policy will be reviewed every two years or sooner if required by legislative changes or operational needs. The Service Manager for Tenancy Management is responsible for coordinating the review process.

A version control table will be maintained to track amendments and ensure clarity on the current policy status.

Version	Date Approved	Summary of Changes	Approved by

1.0	January 2026	New policy issued – Neighbourhood Management Policy 2026	Full Council