

Our promise

At Lace Housing, we want you to live well in a home and neighbourhood that feels safe, welcoming and well cared for.

A good neighbourhood is about more than maintaining buildings and communal areas. It is also about how people experience where they live, how we respond when something goes wrong and how we work together to resolve concerns.

We will:

- help you feel safe in your home and neighbourhood;
- respond to reports of anti-social behaviour (ASB) and neighbourhood concerns;
- keep our schemes and communal areas clean, safe and well maintained;
- listen to residents and respond to local priorities; and
- work with residents, contractors and other organisations to help prevent problems and resolve them early.

Working with you

People live differently and, particularly where homes and communal spaces are close together, there will sometimes be different routines, everyday household noise or disagreements between neighbours.

Not every concern will be ASB. Where something does not meet our definition of ASB, we will explain this clearly. Where appropriate, we will still consider whether advice, early intervention or neighbourhood management may help.

We will encourage residents to be considerate of one another and, where it is safe and appropriate, to resolve minor concerns between themselves.

We may also use conversations, practical solutions, mediation or other early interventions to help prevent concerns from escalating.

Responding to anti-social behaviour

We want to make it easy to report ASB and for you to feel confident that we will listen and take your concerns seriously.

When you report ASB, we will:

- listen to what has happened and the impact it is having on you;
- consider any immediate risk, vulnerability or support needs;
- provide a named officer where an ASB case is opened;
- be fair, respectful and sensitive to everyone involved;
- agree appropriate actions with you and explain what we can and cannot do;
- agree how and when we will keep in touch;

- consider reasonable adjustments or other support you may need;
- work with other organisations where this may help;
- keep our response under review as circumstances change; and
- explain our decision when a case is closed.

How quickly will we respond?

If your report suggests there is an **immediate or significant risk of harm**, we will make contact and consider any urgent action within **1 working day**.

For other ASB reports, we will make an initial assessment and explain what happens next within **7 working days**.

These are response times, not resolution times. Some cases will take longer to investigate and resolve, but we will agree how and when we will keep in touch.

If information suggests the risk is greater than first understood, we will respond sooner.

Where there is an immediate danger or a crime is taking place, you should contact the emergency services.

Looking after your scheme

We carry out regular inspections and work with residents to identify concerns and maintain safe and welcoming schemes.

We will:

- keep communal and landscaped areas reasonably clean and tidy;
- respond promptly to health and safety hazards;
- maintain fire and building safety arrangements;
- respond to concerns about building security;
- maintain communal lighting and other shared facilities;
- arrange appropriate grounds maintenance and cleaning services;
- respond to fly-tipping, graffiti and other environmental concerns; and
- work with other organisations where responsibility for an issue sits with them.

Our published repair and service standards provide further information about relevant response times.

Scheme inspections

We carry out quarterly scheme inspections to help ensure our communal areas remain safe, clean and well maintained.

Scheme inspections help us:

- Identify maintenance and environmental issues.
- Check communal facilities and shared areas.
- Review health and safety concerns.
- Monitor the quality of services provided to residents.
- Identify opportunities for improvement.

Residents are encouraged to raise concerns, suggestions and neighbourhood issues through inspections, resident meetings, feedback opportunities or by contacting us directly.

Any actions identified during inspections are recorded, reviewed and monitored locally to help ensure concerns are addressed and improvements are delivered.

Working together

We want residents to have opportunities to influence what happens at their scheme.

We will listen to concerns and suggestions, discuss local priorities through resident meetings and other engagement opportunities, and explain what we can do.

Where appropriate, we will work with organisations such as the police, local authorities, Environmental Health, Adult Social Care and other community or support services.

People, Places, Partnerships

We will:

Our neighbourhood approach brings together **People, Places and Partnerships**.

For **people**, it means listening, understanding individual circumstances and helping residents live well alongside one another.

For the **places** we manage, it means maintaining safe, welcoming and well-cared-for homes and communal spaces.

Through **partnerships**, it means working with residents and others to resolve concerns, prevent problems where we can and support strong neighbourhoods.
