

IronOak



IRON OAK

Neighbourhood & Communal Areas

Excellence ➤ Safety ➤ Sustainability ➤ Integrity

Control Sheet

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01	July 2026	Head of Operations	New Policy

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1. Introduction

- 1.1. IronOak Homes (IronOak) is committed to providing safe, clean, well-maintained, inclusive and sustainable neighbourhoods and communal areas that support residents to live safely, independently and within thriving communities.
- 1.2. This Policy sets out how IronOak will manage neighbourhoods, communal areas and shared environments, whilst ensuring that resident voices influence service delivery and continuous improvement. The Policy aligns with:
- Regulator of Social Housing (RSH) Neighbourhood and Community Standard (April 2024)
 - RSH Consumer Standards Code of Practice (April 2024)
 - Transparency, Influence and Accountability Standard principles
 - IronOak Resident & Community Engagement Strategy
 - Housing Health and Safety Rating System (HHSRS)
 - Equality Act 2010
 - Health and Safety at Work etc. Act 1974
 - Occupiers' Liability Acts 1957 and 1984
 - Environmental Protection Act 1990
 - Anti-Social Behaviour, Crime and Policing Act 2014
 - Domestic Abuse Act 2021
 - Data Protection Act 2018 and UK GDPR

2. Purpose

- 2.1. The purpose of this Policy is to:
- Ensure communal areas remain safe, clean and fit for purpose.
 - Promote safe and sustainable neighbourhoods.
 - Clarify landlord, resident and partner responsibilities.
 - Establish resident influence over neighbourhood services.
 - Support compliance with regulatory standards and statutory obligations.
 - Encourage partnership working to improve community wellbeing.
 - Ensure services are delivered fairly, consistently and inclusively.

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- Ensure managing agents delivering housing management on behalf of IronOak follow the guidance within this policy.

3. Scope

3.1. This Policy applies to:

- All properties owned or managed by IronOak.
- Internal communal areas.
- External communal areas.
- Shared gardens and outdoor spaces.
- Car parks and bin stores.
- Access routes and pathways.
- Shared spaces where IronOak does not hold direct responsibility but has an interest in promoting safety and community wellbeing.
- All residents, licence holders, leaseholders, visitors, contractors and employees.

3.2. For the purposes of this policy:

Communal Areas are areas for which IronOak retains maintenance and management responsibility.

Shared Spaces are areas associated with residents' homes but not directly managed by IronOak, where partnership working may be required to address concerns.

4. Policy Principles

4.1. IronOak will ensure that neighbourhood and communal area services are:

Safe

Risks to residents are identified, assessed and managed appropriately.

Resident-Centred

Resident experiences and feedback inform priorities and service improvements.

Inclusive

Services consider the diverse needs of residents and remove barriers to participation.

Responsive

Concerns are addressed promptly and proportionately.

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Accountable

Performance and service standards are monitored and reported.

Collaborative

Partnership working is used to improve outcomes for communities.

- 4.2. These principles are consistent with IronOak's Resident & Community Engagement Strategy, which promotes fairness, respect, meaningful engagement, transparency and accountability.

5. Resident Engagement and Influence

- 5.1. IronOak recognises that residents are experts in their own communities and must have genuine opportunities to influence neighbourhood services.

5.2. We will:

- Consult residents on neighbourhood priorities.
- Seek feedback through surveys, inspections, estate visits and engagement events.
- Involve residents in service reviews where appropriate.
- Publish outcomes and demonstrate how resident feedback has informed decisions.
- Provide multiple methods for engagement including digital, telephone, face-to-face and written communication.
- Ensure engagement methods remain accessible and proportionate.
- Work to engage underrepresented groups and residents with additional support needs.
- Conduct regular checks of all communal areas and adopt a risk based approach to frequency, ranging from weekly to 6 monthly.

5.3. Residents will be informed about:

- Standards of service.
- Inspection programmes.
- Environmental improvement initiatives.
- Estate management priorities.
- Service performance and improvement plans.

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6. Management of Communal Areas

6.1. IronOak will maintain communal areas to a standard that:

- Promotes health, safety and wellbeing.
- Meets statutory and regulatory requirements.
- Supports accessibility and inclusion.
- Creates clean and welcoming environments.

6.2. This may include:

Internal Areas

- Corridors
- Stairwells
- Entrance halls
- Communal lounges
- Laundry facilities
- Lift lobbies
- Plant rooms and service areas

External Areas

- Paths and access routes
- Car parks
- Gardens
- Fencing and boundaries
- Play areas (where applicable)
- Refuse and recycling facilities

6.3. Regular inspections will be undertaken to identify:

- Hazards
- Damage
- Fly tipping
- Graffiti
- Lighting failures

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- Accessibility issues
- Fire safety concerns
- Cleaning failures

6.4. Appropriate corrective action will be taken within defined service standards.

7. Health and Safety

7.1. IronOak will maintain robust arrangements to ensure compliance with all applicable health and safety legislation and regulatory requirements.

7.2. We will:

- Undertake regular risk assessments.
- Monitor communal fire safety arrangements.
- Maintain adequate lighting.
- Address hazards promptly.
- Ensure safe contractor management.
- Monitor health and safety compliance where third parties manage communal areas.
- Take reasonable steps to keep communal areas free from serious hazards.

7.3. Where remedial actions are identified through inspections or statutory assessments, these will be prioritised according to risk.

8. Estate and Neighbourhood Inspections

8.1. IronOak will operate a programme of neighbourhood and estate inspections.

8.2. Inspections may include:

- Staff-led inspections.
- Joint inspections with residents.
- Targeted inspections following complaints or identified concerns.

8.3. Inspection outcomes will be:

- Recorded.
- Monitored.
- Actioned.
- Reported where appropriate to residents.

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8.4. Residents will be encouraged to identify concerns and participate in neighbourhood improvement initiatives.

9. Environmental Management

9.1. IronOak is committed to maintaining attractive and sustainable environments.

9.2. This includes:

- Grounds maintenance.
- Waste management.
- Fly tipping removal.
- Graffiti management.
- Tree and shrub maintenance.
- Environmental improvement projects.

9.3. Where responsibility lies with another organisation, IronOak will work cooperatively to seek resolution.

10. Community Safety

10.1. IronOak will contribute to creating safer neighbourhoods by:

- Working with residents and partners to identify risks.
- Supporting community cohesion.
- Addressing environmental factors that contribute to crime or nuisance.
- Promoting safeguarding awareness.
- Supporting vulnerable residents.

10.2. We will adopt a victim-centred approach when responding to community safety concerns.

11. Anti-Social Behaviour, Hate Incidents and Domestic Abuse

11.1. Neighbourhood management will operate alongside IronOak's ASB and Domestic Abuse policies.

11.2. IronOak will:

- Work with police, local authorities and relevant agencies to deter and tackle ASB and hate incidents.
- Enable residents to report concerns through accessible channels.

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- Keep residents informed of case progress where appropriate.
- Support affected residents through a victim-centred approach.
- Signpost residents to specialist support agencies.
- Cooperate with agencies supporting victims of domestic abuse.

12. Partnership Working

12.1. To promote social, environmental and economic wellbeing, IronOak will work with:

- Local authorities.
- Police services.
- Fire and Rescue Services.
- Health partners.
- Community groups.
- Voluntary sector organisations.
- Support providers.
- Managing agents and landlords.

12.2. Partnership working will focus on improving community outcomes, safety, inclusion and neighbourhood sustainability.

13. Resident Responsibilities

13.1. Residents are expected to:

- Respect communal areas and shared facilities.
- Dispose of waste responsibly.
- Report hazards and defects.
- Avoid storing personal items in communal escape routes.
- Act considerately towards neighbours and visitors.
- Comply with tenancy or occupancy conditions.
- Support neighbourhood wellbeing and community safety.

14. Equality, Diversity and Inclusion

14.1. IronOak will ensure neighbourhood services are delivered fairly and without discrimination.

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14.2. We will:

- Consider diverse needs when designing and delivering services.
- Make reasonable adjustments where required.
- Provide information in accessible formats where reasonably practicable.
- Monitor service outcomes to identify and address inequalities.

14.3. This reflects both the Equality Act 2010 and IronOak's engagement commitments regarding fairness, inclusion and accessibility.

15. Complaints and Feedback

15.1. Residents who are dissatisfied with neighbourhood or communal area services may:

- Provide feedback.
- Make a service request.
- Submit a formal complaint.

15.2. IronOak will handle complaints in accordance with its Complaints Policy and the Housing Ombudsman Complaint Handling Code.

15.3. Learning from complaints will be used to improve services.

16. Monitoring and Performance

16.1. IronOak will monitor:

- Estate inspection completion rates.
- Environmental service performance.
- Resident satisfaction measures.
- Complaints and compliments.
- ASB case outcomes.
- Community safety indicators.
- Resident engagement activity.
- Estate improvement actions.

16.2. Performance information will be reviewed regularly and shared with residents through appropriate channels.

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17. Assurance and Review

17.1. The Board and Executive Team will receive assurance regarding:

- Compliance with regulatory requirements.
- Resident satisfaction.
- Service performance.
- Emerging neighbourhood risks.
- Community safety issues.
- Delivery of improvement plans.

17.2. This Policy will be reviewed every three years, or sooner where there are significant legislative, regulatory or organisational changes.

18. Policy Outcome

18.1. Through this Policy, IronOak aims to create neighbourhoods and communal environments that are:

- Safe
- Clean
- Inclusive
- Sustainable
- Resident-informed
- Well-managed

18.2. while ensuring residents have meaningful opportunities to influence the communities in which they live.

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