



NEIGHBOURHOOD OFFER



Introduction

The Neighbourhood Offer will enable you to have an opportunity to get involved in identifying and resolving issues in your local area, and to make a real contribution to the community you live in.

We want to know how you feel about your homes, communities and the services we deliver, and we want to ensure that where you live is secure, peaceful and an attractive place to be.

If you need more information about the Neighbourhood Offer, or you would like to find out about any of the services mentioned in this leaflet, please visit:

www.broadacres.org.uk

About Us

Our Vision: “To be the best rural housing association in the country.”

Our Mission: “Great people, providing great homes and great customer experiences across our rural communities.”

Our Values: The Broadacres organisational values are central in setting the vision for putting customers at the heart of our decision making. The service we offer and the communities we serve are integral to the success of our organisation. Our values sit at the core of what we do and how we do it.

We are;

- **Passionate:** We are motivated by the work we do and the people we work with to achieve the best outcomes possible.
- **Empathetic:** We take time to listen to others and understand their point of view.
- **Respectful:** We treat customers and colleagues with courtesy, politeness and kindness.

Our Offer

Looking after your neighbourhood and communal areas



Your Housing Officer will carry out **an estate inspection** as a minimum **every 12 months** to ensure your estate is attractive and well maintained. We may carry out estate inspections more frequently based on customer feedback or if we feel there is a particular risk. We will publicise these inspections on our website and on our Facebook page, so our customers have the opportunity to attend and raise issues or concerns.



We will **visit all new tenants within 6 weeks of their tenancy starting** to provide advice and offer support where required. We will use these visits to seek feedback from our customers.



All **communal areas will be inspected 4 times a year** and actions will be taken to effectively maintain these areas and reduce the risk of any hazards, including fire.



Communal fire alarm systems will be tested weekly by a Broadacres colleague. A further **6 monthly and annual inspection will be completed by a specialist contractor.**



The cleaning frequency of shared areas will be displayed on our website. Please go to **www.broadacres.org.uk** and search for 'Cleaning Frequency', or scan the QR code on the right using the camera on your mobile phone.



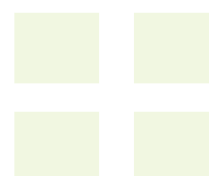
Our Compliance Team will ensure an **annual fire risk assessment of communal areas** to our blocks of flats is carried out by a competent person, to reduce the risk of fire. **Electrical systems to these communal areas will be tested every 5 years. Fire doors in communal areas will be inspected every 6 or 12 months** depending on the type of building.



Emergency lighting in communal areas will be tested monthly by a Broadacres colleague. A further **annual inspection will be completed by a specialist contractor.**



All **internal shared areas** within our blocks of flats and schemes will be **painted every 3 years** and our **external painting programme takes place every 6 years**, which is the painting of all external areas except fencing.





Grass to communal areas owned by Broadacres will be cut approximately 16 times a year during the growing season, usually between the beginning of April and end of October (approximately fortnightly, weather permitting). Grass cuttings will be blown or swept off paths and drives back onto grassed areas. Rubbish will be removed from the grass before it is cut. We may not cut grass in some discrete areas set aside for the benefit of wildlife, which will be mown less frequently to enable wildflowers and flowering bulbs to flourish.



We will regularly inspect and maintain our trees. Trees will only be cut down if they are dangerous or have died. We will look to plant new trees in areas which are appropriate, in line with our Sustainability Strategy.



Our Property Surveyors will **inspect play areas 4 times a year and footpaths and roads owned by Broadacres annually** to identify any repairs or hazards.



Housing Officers will inspect reports of untidy gardens within 5 working days and assess the situation. They will work with the customer to determine the best course of action, this may mean the offer of support. Agreements may be made between the customer and the Housing Officer about the actions required. If customers fail to take the appropriate action it may be necessary to take enforcement action.



Hedges to communal areas owned by

Broadacres will be cut twice a year and all

clippings will be collected and removed. The timing of cuts will depend upon seasonal growth and take place in line with legislation (Wildlife and Countryside Act 1981) to protect nesting birds.



We will offer customers the opportunity to volunteer as a local monitor for their local area.

Local monitors have the opportunity to provide feedback on our estate management service and help us shape future policies and service provision.



Shrubs and flowerbeds to communal areas owned by Broadacres will be regularly maintained

during the growing season, reduced during winter. Shrubs will be pruned well back to provide both clear and unobstructed access and vision.



Fly tipping on Broadacres land will be removed within 5 working days and if considered a hazard or dangerous,

every effort will be made to remove it **within 24 hours** of notification.



We will work with partners to identify the owners of abandoned vehicles

on our land and take appropriate and proportionate action.



Graffiti will be removed within 5 working days and offensive graffiti within 24 hours of notification.

You can get further advice by downloading the App at: **<https://www.broadacres.org.uk/app/>** or by scanning the the QR Code on the right.



Our dedicated Money Advice Team can provide advice and support to our customers who are facing financial challenges. We understand that managing personal and household financial pressures can cause anxiety and stress.




You can make an online referral to our Money Advice Team by visiting **<https://tinyurl.com/mr2k6jaj>** or by scanning the QR Code on the left.

You can also email:
moneyadvice@broadacres.org.uk

For more information about how we deal with anti-social behaviour, please download our 'Anti-Social Behaviour Policy' at **<https://tinyurl.com/ypfcy26f>** or by scanning the QR Code on the right.



If you would like to read the Regulator of Social Housing Regulatory Framework and the Neighbourhood and Community Standard, please visit **<https://tinyurl.com/y9u4wr38>** or scan the QR Code on the left.



Broadacres Housing Association
Broadacres House
Mount View
Standard Way
NORTHALLERTON
North Yorkshire
DL6 2YD

TEL: 01609 767900 EMAIL: info@broadacres.org.uk

www.broadacres.org.uk

Broadacres Housing Association Limited is an exempt charity. It is a registered provider of social housing (**registration number LH4014**), regulated by the Regulator of Social Housing, and is a registered society under the Co-operative and Community Benefit Societies Act 2014, **society number 27656R**.