



WILLOW TREE

HOUSING PARTNERSHIP

Neighbourhood Inspection Policy

Version:	v2
Responsibility for the Policy	Housing Manager
Date approved by Executive	May 2024
Date approved by Board (if applicable)	N/A
Date due for review:	May 2027

1. Statement of Intent

Willow Tree Housing Partnership (WTHP) is committed to ensuring that the neighbourhood and communal areas associated with our homes are clean and safe. WTHP will work in partnership with tenants and other providers and public bodies where it is effective to do so.

2. Policy Objectives

- 2.1. WTHP will carry out regular estate inspections to check the condition of communal areas associated with its homes and will work to agree any practical and cost-effective improvements with residents.
- 2.2. The frequency of inspections will be based on risk, having regard to the type of stock, the level of voids, the customer profile and any known health and safety issues. Inspections of all estates will be carried out at least every 3 months.
- 2.3. Periodically, residents, and where appropriate partner agencies, will be invited to join the estate inspections. Residents will also be encouraged to input into estate inspection in a variety of other ways.
- 2.4. The results of all estate inspections will be recorded, and appropriate action will be agreed and checked on following inspection.
- 2.5. There are estates where WTHP's stock forms only a small part of the total and therefore our ability to influence general estate issues are limited to ensuring our own property is well maintained and our tenants are complying with the terms of their tenancy agreements.
- 2.6. The resources available for the maintenance of our estates will be annually reviewed and WTHP will seek to set aside resources to enable priority improvement works to be considered.

2. Performance Standards

- Monthly reporting on inspections carried out and actions taken and outstanding
- Photographic evidence of quarterly inspections undertaken
- Annual tenant satisfaction surveys regarding neighbourhoods

3. Reference Documents

External

[Regulator of Social Housing Neighbourhood and Community Standard](#)

Internal

WTHP Resident Involvement Strategy

WTHP Neighbourhood and Inspection Procedure

When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.