

Pathways

Neighbourhood Management Policy



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Scope

This policy is relevant to all Citra Pathways Limited (Pathways) homes and our customers who live in them.

Policy statement

This policy outlines Pathways' approach to neighbourhood management, including communal spaces and collaboration with local authorities and partners. It applies to all Pathways properties and residents.

We aim to create clean, safe, and well-maintained neighbourhoods where customers feel proud to live. In line with the Regulator of Social Housing's Neighbourhood and Community Standard, we will work with customers and relevant bodies to achieve this.

Aims and objectives

- Ensuring estates and neighbourhoods are well maintained, safe and enjoyable places for customers to live
- Maintain communal areas and neighbourhoods to a high standard
- Respond to customer needs and preferences for the way neighbourhoods are managed, ensuring that we involve them in shaping our approach
- Promote social, environmental, and economic wellbeing in our communities
- Deliver value for money in neighbourhood management.

Commitments

To meet these aims, we will:

- Manage communal spaces proactively and effectively
- Put customers at the centre of neighbourhood management and involve them in service design, delivery and evaluation
- Ensure that staff, contractors and customers are aware of their respective responsibilities
- Build relationships with, and understanding of, local partners who influence neighbourhoods
- Monitor performance, seek feedback, and adapt our approach accordingly
- Publish this policy online and meet all regulatory requirements.

This policy complies with the Neighbourhood and Community Standard and supports Pathways' commitment to the Regulator's Consumer Standards by ensuring estates are safe, well-maintained, and shaped with customer involvement.

Communal areas

Internal communal spaces will be kept safe, clean, well-lit, and secure, and must remain clear of personal items, rubbish, and graffiti. Fire escapes and routes must always be unobstructed.

We will provide cleaning, maintenance, customer contact channels, and on-site presence to maintain these standards. We will engage with our customers to set clear standards and mechanisms for the upkeep of our communal areas. Where we use a contractor to maintain these spaces on our behalf, they will be expected to meet these standards.

Fire escapes and fire routes are to be kept clear at all times. We will ask customers to remove any items left in communal areas, and customers not taking prompt action will be charged for any costs incurred by Pathways for the removal of such items.

External areas and grounds maintenance

We aim to keep external public spaces and grounds associated with our homes safe, clean, and well presented. Such spaces include but are not limited to:

- Shared gardens and grass areas
- Paths
- Non-adopted roads
- Parking areas
- Communal gardens
- Trees, hedges and shrubs.

We will arrange customer contact mechanisms, responsive and planned maintenance provision, and on the ground presence to ensure these outcomes. Where we use a grounds maintenance contractor to maintain our open space areas and communal gardens on our behalf, they will be expected to meet this standard.

Vehicles and parking

We will encourage our customers and their visitors to park responsibly on roads or communal parking spaces provided and not on grass verges or gardens.

Any abandoned vehicles will be reported to the relevant local authority within one working day of us being notified.

Only ordinary cars, light vans and/or motorcycles are permitted to park on communal estate car parking spaces and/or visitors spaces where the space are available on a first come first served basis.

Any garage sites are to be kept clean and tidy. These will be regularly inspected and appropriate action will be taken if necessary.

Graffiti and anti-social behaviour

Graffiti negatively impacts the appearance of a neighbourhood. Where graffiti is offensive, we will arrange to either remove or paint over within three working days of being notified. All other graffiti will be removed or painted over within ten working days.

We are mindful that our approach to neighbourhood management can act as a deterrent to anti-social behaviour (ASB), neighbourhood nuisance and crime. A separate policy sets out our approach to dealing with ASB.

Neighbourhood inspections

We will arrange a programme of neighbourhood inspections, which will cover internal and external shared spaces. The frequency of these inspections will be determined and reviewed regularly by Pathways staff in discussion with customers, and will take account of:

- Feedback from customers
- Service delivery arrangements e.g. mobilisation of a new contract
- New properties being brought into management
- Known problems with the local environment including difficult to sell properties, untidy gardens etc.

Local area co-operation

Neighbourhood management is most effective when people and companies with a stake in the area work together to sustain and improve their communities. Where possible, Pathways will work with local authorities, strategic housing teams, and other stakeholders to support shared objectives.

We will engage with partners to understand our impact, contribute to housing priorities, promote social, environmental, and economic wellbeing and address issues promptly in areas where we operate.

Roles and responsibilities

Pathways will:

- Keep communal and external areas clean, safe, and hazard-free
- Work to minimise health and safety risks to customers and visitors in our neighbourhoods
- Offer customers opportunities to influence and monitor neighbourhood services
- Respond promptly to concerns and provide a clear, accessible complaints process
- Work with agencies to address ASB and neighbourhood issues.

Customers Responsibilities:

- Maintain homes, gardens, and driveways as per lease obligations
- Engage with Pathways on desired changes to communal areas
- Report repairs and concerns about service quality promptly
- Keep communal areas clean, safe, and free from personal items
- Control pets and prevent nuisance in public areas e.g. excessive barking or waste not cleared away
- Avoid ASB and report concerns to Pathways.

Where customers are not able to meet their responsibilities, we will work with them to resolve issues.

We expect customers to take responsibility for resolving disputes relating to parking issues or differences in lifestyle or culture. Should a situation escalate or where it is not safe for customers to interact, it should be reported to Pathways as ASB. Any such cases will be dealt with in line with our ASB policy.

Access to services

In line with Pathways' Equality, Diversity and Inclusion Policy, we ensure fair treatment and meet diverse customer needs in a sensitive, customer-focused way. We aim to understand these needs in detail to shape services accordingly and will take positive action where required to provide appropriate support.

Monitoring and compliance

We will monitor service delivery using key performance indicators, complaints, and compliments, reporting to staff, leadership, the board, and customers. This ensures accountability, identifies trends, and supports continuous improvement.

Review schedule

This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements.

This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Pathways Chief Strategy Officer has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

Current version	Date approved	Date for review	Document owner
1.1	16.12.2025	By 16.12.2028	Craig Luttman

For more information, please visit:

www.lloydsliving.co.uk/pathways

This policy relates to Pathways only.

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It is a for-profit registered provider of social housing and registered with the Regulator of Social Housing (No. 5221).

Citra Pathways Limited registered office: X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB.

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