

Report for: Cabinet - 9 December 2025

Title: Adopting a new Good Neighbourhood Management Policy

Report authorised by: Sara Sutton, Corporate Director of Adults, Housing and Health

Lead Officer: Jahedur Rahman, Director of Housing

Ward(s) affected: All

**Report for Key/
Non Key Decision:** Key

1. Describe the issue under consideration

- 1.1 The Council is transforming landlord services for its own tenants and leaseholders. To support that process, the Council is undertaking a full review of all policies relating to its tenants and leaseholders in its role as the landlord.
- 1.2 The new Good Neighbourhood Management Policy sets out the Council's response to tackling ASB in public spaces, as well as the way we deal with ASB in the homes and neighbourhoods we manage as a social landlord (Registered Provider of Social Housing).
- 1.3 This report seeks approval from Cabinet for adoption.

2. Cabinet Member Introduction

- 2.1 We are committed to ensuring that our 20,000 tenants, leaseholders, and their families live in safe, well-maintained homes where they can thrive. The Good Neighbourhood Management policy is an important next step in the transformation of our landlord services. It aligns with our broader plans to enhance housing services for tenants and leaseholders and to improve the quality of our council homes, as outlined in the Housing Strategy 2024-2029 and the Housing Improvement Plan.
- 2.2 This new policy outlines how we will respond to behaviours which are not ASB or considered a breach of tenancy. These behaviours can still be impactful but require a different response where residents are provided with access to the appropriate advice and tools so that as neighbours, they can work together to resolve any differences.
- 2.3 It also helps us to deliver a recommendation from the Housing Ombudsman to have a proactive good neighbourhood management policy, distinct to the ASB policy, with a clear suite of options for maintaining good neighbourhood relationships.

- 2.4 The insights and experiences of our residents, particularly through the Resident Voice Board and online consultation, have played a key role in shaping this policy. This Group, comprising tenants, ensures ongoing resident engagement and co-creation in housing policies. I want to express my gratitude to the Group for their invaluable input, which has helped this policy to better reflect the needs of our communities.

3. Recommendations

That Cabinet

- 3.1 Adopt the draft Good Neighbourhood Management Policy to come into effect from 23 December 2025.
- 3.2 Delegate authority to the Director of Housing in consultation with the relevant Cabinet member for Housing and Planning to make any future modifications to this policy required by changes to legal or regulatory requirements arising in the three year period before the policy is due for review.

4. Reasons for decision

- 4.1 This newly drafted clear and accessible policy will outline the Council's approach to tenancy management for Council tenants and for their wider households. It will also help the Council meet the Social Housing Regulator's consumer standards, specifically the Tenancy Standard and the Transparency, Influence and Accountability Standard.

5. Alternative options considered

- 5.1 **The Council could have continued without a policy on good neighbourhood management.** This option was rejected because it would not meet the Council's needs or those of its tenants. Introducing this new policy will assist the Council to meet the Social Housing Regulator's Transparency, Influence and Accountability Standard requirement to deliver fair, reasonable, accessible and transparent policies. Not introducing this policy would also not meet our commitment to introduce updated policies in the Housing Strategy 2024 – and the Housing Improvement Plan 2023.

6. Background information

- 6.1 In June 2022, the Council brought most of the landlord and housing services back in house that had been run on its behalf by Homes for Haringey, its Arm's Length Management Organisation. The Council immediately began a process of reviewing that service provision and in April 2023 Cabinet adopted a comprehensive Housing Improvement Plan backed by significant financial investment. Amongst many other commitments, that plan committed to reviewing housing policies including those covering tenancy management.
- 6.2 A Housing Ombudsman report [‘Spotlight on noise complaints – time to be heard’](#) recommended that:
“Landlords should have a proactive good neighbourhood management policy, distinct to the ASB policy, with a clear suite of options for maintaining good neighbourhood relationships and a matrix for assessing which option is the most appropriate. These options should include mediation, information sharing and community building events and, where appropriate, dedicated staffing. This will ensure that low level issues of neighbour friction are dealt with at the appropriate levels and not inappropriately handled as potential ASB.”
- 6.3 The Regulator of Social Housing’s Standards requires that Registered Providers of Social Housing (RPs) must demonstrate that they understand the following:
- a. The Tenancy Standard requires RP’s to support tenants, to provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.
 - b. The Transparency, Influence and Accountability Standard requirement to deliver fair, reasonable, accessible and transparent policies
- 6.4 The Council has included thorough research into best practice in social housing, and engagement in an interactive process of policy development with key stakeholders across the Council.
- 6.5 The Police, NHS and council service leads from housing management, hearthstone, estates, private sector housing teams, parks and greenspaces, safeguarding and information management were all involved in the development of this policy.
- 6.6 Council tenants and leaseholders were engaged in the design of the policy’s content as part of the resident engagement structure, which is overseen by the Resident Voice Board (RVB). The RVB is the resident forum that assists the Housing Service by providing strategic influence on customer-facing housing strategy and policy as well as giving a resident perspective on the quality of housing services with the aim of improving customer satisfaction and organisation performance (housing services).
- 6.7 In May 2025, the RVB reviewed the newly developed policy. A consultation on the policy was held between 25 June 2025 and 6 August 2025 on the [Council’s online consultation platform, Commonplace](#). Details of this consultation can be found in Appendix 3.

Key provisions of the draft Good Neighbourhood Management Policy

- 6.8 This policy only applies to Haringey Council tenants and leaseholders. The aim is to detail the Council's approach to cases that don't meet the threshold for ASB intervention or a breach of tenancy and to outline what the response will be to those behaviours.
- 6.9 A section on tenant and leaseholder responsibilities confirms that Council tenants and leaseholders have a social responsibility to be a good neighbour and resident. It also lists actions that tenants and leaseholders can take to be a good neighbour.
- 6.10 Defining and Assessing Reports. Where we believe the behaviour does not constitute ASB, we will tell the reporting person why their report does not classify as a report of ASB and provide advice to support self-resolution.
- 6.11 It is crucial for sustainable, resilient communities that our tenants and leaseholders acknowledge and accept the diverse lifestyles, work schedules, family dynamics, and habits of households within our council housing and estates.
- 6.12 When deciding whether a report should be dealt with under this policy, we will consider the following:
- The type of behaviour being reported, how serious it is and whether it is reasonable activity or not.
 - How often the behaviour is happening, the times that it is taking place and how long it is happening for.
 - The needs of the parties involved.
 - The impact that the behaviour is having on the parties involved and/or the wider community.
 - The root cause of the issue and whether there is intention to cause harm.
- 6.13 A non-exhaustive list details where we may be able to provide advice, but will not investigate concerns as possible ASB:
- E.g. A tenant or leaseholder going about their daily activities in or around their home
- 6.14 A section on possible solutions highlights way in which tenants and leaseholders may be able to help prevent low level complaints being made against them e.g. informing your neighbours if you are going to be having a one-off event, such as a party or celebration.
- 6.15 If tenants or leaseholders cannot resolve their differences themselves, they should contact us where a Housing officer may be able to offer mediation or other solutions to resolve the dispute.
- 6.16 Our focus on fostering good relationships and improving the health and well-being of parties involved. Legal action is very unlikely in cases managed under this policy.

- 6.17 We will consider appropriate solutions on a case-by-case basis including providing advice and guidance, acceptable behaviour agreements and signposting to education services/websites, referring parties to mediation or to safeguarding, health services or support.

7 Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes'

- 7.1 The recommendations in this report will support the Corporate Delivery Plan's theme 5, "Homes for the Future", and in particular its commitment to provide reliable, customer focused resident housing services and to undertake a full review of all policies relating to our tenants and leaseholders in our role as their landlord.
- 7.2 The recommendations in this report will also support the 2024-2029 Housing Strategy's second strategic objective, improving housing quality and resident services in the social housing sector, in particular commitments around transforming services to our tenants and leaseholders, and designing those services with them.

8 Carbon and Climate Change

- 8.1 The recommendation to adopt this proposed new policy supports the Council's commitments in its 2021 Climate Action Plan to the delivery of homes that are healthy, comfortable, and affordable places to heat and power.

9 Statutory Officers comments (Director of Finance (procurement), Director of Legal and Governance, Equalities)

Finance

- 9.1 It is not anticipated that there will be additional cost as a result of adopting good neighbourhood management policy. Any cost will be contained within the existing housing management budget.

Procurement

- 9.2 Strategic Procurement has been consulted in preparation of this report and notes the contents herein. There are no imminent procurement implications arising from the recommendations at paragraph 3 of this report

Director of Legal & Governance

- 9.3 The Director of Legal and Governance has been consulted in the drafting of this report and comments as follows:
- 9.4 There is no specific statutory requirement to have a good neighbourhood management policy, as a registered provider, however, the Council is required to meet the Standards laid down by the Regulator of Social Housing, which will

be implemented through this policy in conjunction with the policies being adopted for managing anti-social behaviour, licensing & statutory nuisance. The policy complies with the Equality Act, Public Sector Equality Act duties & consultation requirements.

- 9.5 The policy also further seeks to implement the Council's overall visions as outlined in the Haringey Housing Strategy and Housing services Improvement plan.
- 9.6 Cabinet should conscientiously take into account the responses to the consultation when deciding whether to adopt this policy.
- 9.7 There is no legal reason why Cabinet should not adopt the recommendation made in this report.

Equality

- 9.8 The Council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:
 - Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
 - Advance equality of opportunity between people who share protected characteristics and people who do not
 - Foster good relations between people who share those characteristics and people who do not.
- 9.9 The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex, and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.
- 9.10 Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 9.11 The policy considered here will apply to Council tenants. Haringey Council's tenant population shows the following characteristics compared to the wider borough population:
 - a significantly higher proportion of young people (under 24) and older people (over 50).
 - a significantly higher proportion of individuals who have a disability under the Equalities Act.
 - a slightly higher proportion of individuals who report their gender identity as different from sex registered at birth.
 - a significantly lower proportion of individuals who are married or in a registered civil partnership.
 - a significantly higher proportion of individuals who identify as Muslim, and slightly higher proportion of individual who identify as Christian, Buddhist or another religion. This is countered by a significantly lower proportion of

tenants who don't associate with any religion or identify as Jewish, Hindu or Sikh.

- a significantly higher proportion of female individuals.
- a significantly lower proportion of individuals who report their sexual identity as something other than Straight or Heterosexual.

9.12 A full analysis of the impact of the policy on people with protected characteristics is contained in the Equality Impact Assessment found at Appendix 2.

9.13 The Good Neighbourhood Management policy makes the following changes which are likely to have the most positive impact on Haringey Council tenants and leaseholders with the protected characteristics of age and disability because it does the following:

- Recognising that some tenants or leaseholders, who have particular support medical needs, may find it more challenging to manage neighbour disputes because of these issues.
 - Where this is the case, the Council's Tenancy Management team will consider whether additional support with managing a neighbour dispute may be required and whether they need to help the resident in understanding how their behaviour could be adapted to help resolve the situation.

9.14 It is anticipated that the policy will have a positive impact on the protected characteristics of age, disability and race. It will have a neutral impact on those with other protected characteristics.

10. Use of Appendices

Appendix 1 — Good Neighbourhood Management Policy

Appendix 2 — Equality Impact Assessment of the Good Neighbourhood Management Policy

Appendix 3 — Consultation responses

11 Background papers

- **Haringey Housing Strategy 2024 – 2029:**
https://new.haringey.gov.uk/sites/default/files/202405/haringey_housing_strategy_2024_-_2029.pdf
- **Housing Services Improvement Plan:**
<https://www.minutes.haringey.gov.uk/documents/s138660/Appendix%201.pdf>