



Zen Registered Providers: Neighbourhood and Community Policy

Version:	3.0
Author:	Zen Living Management Limited and Altair
Policy Owner:	Board
Date adopted:	April 2026
Date of next review:	April 2029
Approved by:	

1. Introduction

- 1.1. The purpose of this policy is to outline how Zen Housing Limited, Zen Housing 2 Limited's and Zen Rented Limited's (together Zen) Zen Housing Limited (Zen Housing) approaches neighbourhood and community management, as per the 2024 Neighbourhood and Community Standard published by the Regulator of Social Housing (RSH).
- 1.2. The objectives of neighbourhood management are to:
 - Ensure the neighbourhoods and areas of properties, including internal and external communal areas, and landscaped areas, are safe, well-maintained and clean.
 - Operate a programme of regular inspections and site visits to maintain the required standard and address any spaces that are below standard.
 - Maintain an active dialogue with residents to monitor the impact of neighbourhood management and its value for money.
 - Keep neighbourhoods positive, safe, and tidy places for people to live.

2 Scope

- 2.1. This policy applies to all properties which Zen owns and their associated communal areas (and neighbourhoods). All properties are expected to be managed in line with this policy.
- 2.2. This policy does not explicitly cover Zen's approach to addressing anti-social behaviour, which is outlined in a separate Anti-Social Behaviour Policy





- 2.3. Zen has contracts in place with Property Managers for the management of homes and estates through which we ensure delivery of our housing management service and these Property Managers are instructed to comply and are required to accept the obligation to comply, with all aspects of this policy. The Board of Zen is responsible for monitoring the compliance of Property Managers with this policy.

3 Neighbourhood Management

Communal Areas

- 3.1. Zen will deliver services that ensure all internal and external communal areas and any surrounding areas owned are safe, clean, well-kept and attractive for residents. Within this delivery, there will be a zero-tolerance to items or instances that could cause or are a fire hazard.
- 3.2. Zen, and its managing agent, will take into account representations from its residents when creating management plans for their properties and neighbourhoods, including communal areas.
- 3.3. Zen will ensure accurate, up to date records are kept of shared spaces, who is responsible for maintenance and upkeep, health and safety and the agreed standards.
- 3.4. Zen will ensure that, where other parties are responsible for the management and health and safety of shared spaces, that they comply with the agreed standards. Zen will liaise with them and where standards are not being met, we will take prompt, reasonable and proportionate action.
- 3.5. All services delivered to properties will be monitored to ensure value for money.

Checking the Neighbourhood

- 3.6. Zen will ensure regular checks are carried out on neighbourhoods and communal areas to confirm they are being maintained to the required standard and in line with the service contract and are clean, safe and tidy. This includes taking a zero-tolerance approach to items which cause a fire or safety hazard.
- 3.7. Zen is committed to maintaining active channels of tenant feedback to ensure services are constantly well-delivered and, where possible, appropriate improvements can be made. Details of any improvements made will be assessed and fed back to residents.

Local Area Co-operation

- 3.8. Zen are aware of the impact in localities where Zen's properties are located and will identify what aid and contributions can be made to localised co-operation in these areas.





- 3.9. Where practical Zen works in partnership with local stakeholders, agencies and residents to ensure a good level of economic, environmental and social well-being. These partnerships will assist in creating thriving and vibrant areas. Additionally, Zen will engage with relevant local authorities and where possible assist them in achieving their strategic housing objectives. The degree to which Zen engages in local co-operation will be proportionate to the scale of the presence in any area.
- 3.10. If interventions are needed to improve an area, focus will be on interventions in the areas of greatest benefit.

4 Policy Monitoring and Review

- 4.1. The board has overall responsibility for this policy statement.
- 4.2. This policy will be reviewed every three years unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments

5 Background Documents

- 5.1. This policy should be read in conjunction with the legal and regulatory documents listed below:
- The Regulatory Standards published by the RSH, including the Neighbourhood and Community Standard
- and the following strategies and policies:
- Resident Involvement Policy
 - Anti-Social Behaviour Policy
-

