**Regulator of Social Housing Self-Assessment**

**Neighbourhood and Community Standard**

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| **1 Required outcomes**  1.1 Neighbourhood management  Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so. |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  . |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |
| 1.2 Local area co-operation  Registered providers shall co-operate with relevant partners to help promote social, environmental and economic wellbeing |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  . |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |
| 1.3 Anti-social behaviour  Registered providers shall work in partnership with other agencies to prevent and tackle anti-social behaviour |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  . |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |
| **2 Specific expectations**  2.1 Neighbourhood management  Registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  . |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |
| 2.2 Local area co-operation  Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:  (a) identify and publish the roles they are able to play within the areas where they have properties |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  . |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |
| (b) co-operate with local partnership arrangements and strategic housing functions of local authorities where they are able to assist them in achieving their objectives |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  . |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |
| 2.3 Anti-social behaviour  2.3.1 Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties. |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  . |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |
| 2.3.2 In their work to prevent and address ASB, registered providers shall demonstrate:  a) that tenants are made aware of their responsibilities and rights in relation to ASB  b) strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies  c) a strong focus exists on preventative measures tailored towards the needs of tenants and their families  d) prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available  e) all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not  f) provision of support to victims and witnesses |
| **Assessment of compliance**  **Yes/No/Partial** |
| **Narrative** |
| **Evidence**  A  B  C  D  E  F |
| **Corrective actions/best practice to be adopted/improvements suggested by residents** |