











Your Views Matter – Neighbourhood Management

Thank you to everyone who took part in our focus groups this summer to look at our approach to neighbourhood management. Your feedback has been invaluable in shaping the new Neighbourhoods and Communities Strategy. Here's how we've responded to your suggestions in the new Strategy:

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|  | You Said: | <i>Cleanliness of estates and neighbourhoods is still a priority and more needs to be done to tackle fly tipping and responsible waste management</i> |
|  | We Did: | <ul style="list-style-type: none"> • We will maintain a strong relationship with our contractors to ensure high quality services and value for tenants. • We will encourage resident feedback on shared spaces, listen carefully and act on their views. • We will collaborate with other agencies to resolve and prevent issues in shared spaces. • We will ensure residents are clear on their responsibilities as well as their landlord's responsibilities for keeping communal areas safe, clean and well maintained. |
|  | You Said: | <i>A visible presence from Housing and other services is important to help improve the quality of estates and make them feel safe and welcoming</i> |
|  | We Did: | <ul style="list-style-type: none"> • We will implement and publicise a new schedule of estate inspections where residents, officers and other stakeholders can undertake visual audits and be held to account for follow up actions at an estate and neighbourhood level • We will ensure officers are regularly available and visible in neighbourhoods by telling you when we are attending Community HUBS |
|  | You Said: | <i>Tenants should be empowered to get involved and co-create local solutions to improve estates and neighbourhoods</i> |

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|  | We Did: | <ul style="list-style-type: none"> • We will assist residents who wish to implement tenant-led activities, including those in relation to the neighbourhood, local ecology and community cohesion. • We will assist residents to access tailored information and advice on employment, skills and wellbeing opportunities, as well as financial inclusion, welfare and money advice. • We will work with residents to ensure they understand fire safety and health and safety in their homes and are consulted in fire safety arrangements. |
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|  | You Said: | <i>Community safety and cohesion are really important to support thriving and sustainable neighbourhoods</i> |
|  | We Did: | <ul style="list-style-type: none"> • We will work in partnership with appropriate council services, the police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where we provide homes. • We will take a zero-tolerance approach to hate incidents. • We will collaborate with other agencies in tackling domestic abuse and enable our residents to access appropriate support and advice. • We will ensure residents feel confident to report ASB or hate crime to us and understand what support is available and the actions we will take. • We will consider local letting agreements and discretionary allocations to promote safe, cohesive neighbourhoods and communities. • We will ensure minority groups and those with protected characteristics are supported to feel safe and integrated into communities. |

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|  | You Said: | <i>Housing should use the information it holds to focus resources in areas of greatest need to get the best impact and value for tenants</i> |
|  | We Did: | <ul style="list-style-type: none"> • We will ensure improvements to communal areas are informed by the needs of residents and provide value for money. We will involve contractors and contract managers in estate inspections. • We will consider local letting agreements and discretionary allocations to promote safe, cohesive neighbourhoods and communities. • We will use and where appropriate share information we hold, to tackle tenancy fraud. |

Stroud District Council is committed to creating a neighbourhood management approach that positively impacts residents' experience of where you live; working jointly and in partnership with residents and other agency and stakeholders to achieve clean, safe, thriving and cohesive communities. We will focus on three key themes that you have said are important to create safe and well-maintained neighbourhoods:

- Maintenance of shared spaces
- Local Cooperation
- Addressing anti-social behaviour, hate incidents and domestic abuse

Your feedback has helped shape how we will achieve this.

Other Ways to Get Involved!

There are lots of ways for you to get involved and have real influence on the types of services we provide and the role we play in your community. Your views matter to us and there are a number of ways in which you can have your say or get involved.

If you would like to get involved please complete the [attached form](#). One of our team will get back to you.

Thank you.