

Good Neighbourhood Management Policy

April 2026

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1. Purpose

[We Make Camden](#) sets an ambition that everyone should have a place they call home, recognising that residents' wellbeing is shaped by both the quality of their home and the day-to-day conditions around it. Residents regularly report issues that may not meet the threshold for anti-social behaviour or statutory nuisance but still affect safety, cleanliness and quality of life, particularly when problems persist or build up over time. This policy sets out how Camden will manage local conditions around the Council's homes and support residents to resolve low-level neighbour issues early, while meeting regulatory expectations.

2. Scope

This policy applies to Camden Council homes and the communal areas and immediate environment associated with them, including blocks, estates and street properties. Not all parts of the policy will apply in every case, and the relevant sections will depend on the property type, tenure, building layout and the nature of the issue.

3. Definitions

Good Neighbourhood Management	The proactive management of local housing environments and neighbour relations to maintain safe, clean and respectful places to live, and address issues early before they escalate.
Neighbourhoods	Camden's five housing management areas , each made up of grouped Council wards. They are the standard geographical areas for delivering neighbourhood housing management services, coordinating estate and block management activity, and supporting resident engagement and partnership working.
Communal areas	Areas within or attached to buildings that are shared by residents and are managed or controlled by Camden, e.g. stairwells and bin stores.
Shared spaces	Shared spaces associated with residents' homes but not always under the Council's direct control, e.g. wider neighbourhood spaces on mixed-tenure estates. (The Regulator of Social Housing distinguishes shared spaces from communal areas.)
Low-level neighbour issue	A neighbour concern that does not meet the threshold for ASB or statutory nuisance but may still affect quality of life and benefit from early support.
Anti-social behaviour	Behaviour that meets Camden's ASB definitions and thresholds and is managed under Camden's ASB policy and procedures.
Statutory nuisance	Serious, persistent and unreasonable activity or condition that affects the use or enjoyment of a person's property or is a risk to public health, as defined by the Environmental Protection Act 1990.
Vulnerability	A situation where a resident or household faces barriers to accessing our housing and property services, which could lead to disadvantage. Vulnerability may not be a fixed state and can change over time.
Tenant and Resident Associations	TRAs are resident-led groups that represent local priorities and work with Camden Council on estate and neighbourhood issues.

4. Roles and responsibilities

Neighbourhood Housing teams	<ul style="list-style-type: none"> • Provide local management, inspections and follow-up action. • Triage reports and coordinate responses with other services. • Manage estate parking arrangements and vehicle-related issues on housing land, including enforcement action for obstructions and abandoned vehicles.
Estate Services and Caretaking	<ul style="list-style-type: none"> • Deliver cleaning, upkeep and maintenance of communal areas. • Complete routine checks and report communal repairs or hazards.
Building Safety	<ul style="list-style-type: none"> • Oversee communal and building-specific fire safety requirements. • Support risk assessments and advise on appropriate action.
Repairs	<ul style="list-style-type: none"> • Respond to communal repair needs and hazards. • Address recurring communal repair issues when identified through neighbourhood teams or resident reports.
Leisure Services	<ul style="list-style-type: none"> • Deliver grounds maintenance and tree management.
Community Safety	<ul style="list-style-type: none"> • Work with neighbourhood teams and partners to manage risk and support those affected by ASB, hate incidents or domestic abuse. • Support with enforcement advice and escalation routes.
Noise and Pollution Team	<ul style="list-style-type: none"> • Investigate complaints of statutory noise and other nuisance. (This excludes noise and ASB in public spaces, streets, community areas, estates, normal domestic noise and noise that does not meet the threshold for statutory nuisance.)
Pest Control Team	<ul style="list-style-type: none"> • Deliver a range of paid for and free at the point of access pest control services to Camden tenants.
Third-party contractors	<ul style="list-style-type: none"> • Deliver contracted services on Camden's behalf, including refuse collection where applicable, in line with contract specifications, service standards and agreed schedules. • Report hazards, defects and service failures promptly. • Work with Camden to resolve issues and implement improvement actions where performance falls below standard.

5. Policy statement

Camden Council's Good Neighbourhood Management approach brings together two connected strands:

1. **GOOD NEIGHBOURHOODS.** How we look after communal areas and the shared environment around the Council's homes, including strengthening the connection between housing management and fire safety.
2. **GOOD NEIGHBOURS.** How we support residents to live well alongside each other and resolve everyday issues before they escalate into anti-social behaviour or protracted disputes. This includes using resident insight to shape We Make Camden's [Estates Mission](#), our long-term plan to achieve healthy, sustainable neighbourhoods.

PART A: GOOD NEIGHBOURHOODS

5.1 Estate inspections and service expectations

Camden will manage and maintain communal areas and estate environments to standards that support residents' safety and wellbeing, and enable people to take pride in where they live. We will take a planned, preventative approach to Good Neighbourhood Management so issues in communal areas and shared spaces are identified early and addressed promptly. Clear service expectations will clarify what estate management and caretaking services will deliver for residents. A defined programme of estate inspections will provide assurance that standards are being met, identify emerging issues, and drive timely improvements.

Camden will:

- a. Set clear minimum standards for estate management and caretaking services, supported by local schedules where applicable.
- b. Make local schedules accessible where they apply, including via building noticeboards, and ensure residents know who to contact if services are not delivered.
- c. Run a defined programme of estate inspections to monitor communal conditions, including the quality of services delivered by managing agents and contractors.
- d. Record findings using a standard approach to support consistency and comparison.
- e. Publish estate inspection schedules ahead of time (subject to change), and inspection results on Camden's website where practicable.
- f. Use inspection findings to identify repeat issues and hotspots, and target practical measures to reduce recurrence, e.g. improved lighting or signage.

Inspections provide a point-in-time view, and issues may arise between visits. Residents should report repairs and concerns as soon as possible, particularly where there is a risk to health and safety. Camden staff and contractors must also report hazards and environmental concerns when identified.

5.2 Environmental hazards and communal repairs

Environmental hazards in communal areas across blocks and street properties can affect safety, access and day-to-day living. The Council will identify and address hazards promptly, and will work across neighbourhood and property services to ensure communal repairs are logged, tracked and completed.

Camden will:

- a. Act promptly on hazards, including damaged lighting, trip hazards and insecure doors.
- b. Ensure clear tracking from report to completion, so communal repairs are recorded consistently, assigned to the right service, and monitored until the work is complete.
- c. Prioritise by risk and impact, ensuring faster response where issues affect access, security, fire safety routes, or create immediate health and safety risks.

[HOW TO REPORT A REPAIR OR HAZARD](#)

5.3 Fire safety in communal areas¹

[Managing fire safety in communal areas](#) across Camden's housing requires coordinated action across our housing and property functions, and is a core part of Good Neighbourhood Management. Day-to-day housing management decisions affect the potential for fire spread, residents' ability to evacuate safely, and access for fire and rescue services.

Camden will:

- a. Carry out routine checks of shared safety features that support emergency access and evacuation, and escalate concerns promptly through the appropriate channels.
- b. Keep escape routes clear and act quickly on issues affecting evacuation or emergency access, including urgent action to remove or reduce immediate risks.
- c. Set and reinforce clear rules for communal areas, supported by signage where needed, including what is and is not permitted and how to report hazards, faults or misuse.
- d. Promote practical storage options and work with residents to meet additional needs, including estate sheds or garages where available, to keep communal areas clear and avoid added fire risk.
- e. Take account of individual circumstances through person-centred fire risk assessments for residents using mobility equipment, making reasonable adjustments where required, while maintaining building safety.

[HOW TO REPORT AN ITEM IN A COMMUNAL AREA](#)

5.4 Waste management

Effective [waste and recycling arrangements](#) help keep communal areas safe, clean and usable. Camden will work with residents and service partners to improve refuse storage and disposal, reduce fly-tipping, and minimise impacts on health, safety and day-to-day living. We will take a preventative approach, using clear information and practical measures to reduce repeat problems.

Camden will:

- a. Remove dumped materials using risk-based response times, prioritising urgent action where items create fire risk, obstruct access routes, or present health and safety hazards, and using planned removal for non-urgent items.
- b. Provide clear routes for bulky waste disposal and collection, and intervene where dumping causes hazards or persistent blight.
- c. Issue building-specific guidance on refuse chute use, including bagging requirements and, where appropriate, recommended hours to reduce disturbance.
- d. Use proportionate enforcement where appropriate, prioritising prevention and making correct disposal easier.
- e. Seek cost recovery where tenancy or lease conditions allow for deliberate or repeated misuse that results in additional costs to the Council.

[HOW TO REPORT WASTE](#)

¹ This section should be read alongside Camden's fire and building safety requirements, including any building-specific rules, procedures and fire risk assessment findings.

5.5 Pests and vermin

[Pests](#) in communal areas and shared building structures can affect residents' health and the condition of the building. We will take a risk-based approach, focusing on early investigation, effective treatment and action to address underlying causes where these fall within the Council's responsibility.

Camden will:

- a. Investigate reported infestations and coordinate action across all relevant services.
- b. Seek specialist professional advice where required, including where species are protected or need specialist handling.
- c. Provide advice and signposting for pests within individual homes, recognising that responsibilities may vary by tenure, building structure and root cause.

[HOW TO REPORT PESTS](#)

5.6 Gardens and tree management

5.6.1 Communal gardens

Well-managed gardens and trees support pleasant, sustainable neighbourhoods and local wellbeing. Camden will maintain communal gardens on estates through a planned approach, balancing service quality with value for money. In street properties, residents are responsible for maintaining shared gardens and outdoor areas linked to their homes, in line with tenancy or lease conditions. Camden also supports TRA and other resident-led community gardening initiatives where these are safe, practical and agreed in advance.

Camden will:

- a. Maintain communal gardens and planted areas through programmed and ad hoc works. Grounds maintenance tasks are delivered in line with the grounds maintenance term contract specification and horticultural good practice.
- b. Require prior agreement for resident gardening, planting or other changes in communal areas, including outside blocks and on estates, and consider reasonable improvement requests where they are safe, practical and affordable.
- c. Maintain and inspect all of Camden's public playgrounds to ensure that they are safe and open for use.

5.6.2 Private gardens and balconies

Poor garden conditions can lead to wider impacts, including pest harbourage, fly-tipping and nuisance. Residents are responsible for maintaining private gardens in a safe and reasonable manner, in line with tenancy or lease conditions. Residents must also follow the [Council's guidance on using personal balconies safely](#), including expectations on planting and vegetation, storage of furniture and belongings, and everyday use and enjoyment.

Camden will:

- a. Contact the resident where a private garden is causing concern and explain what needs to improve.
- b. Offer advice and signposting to support if relevant, including the handyman service.
- c. Take action using tenancy, lease and estate management routes where appropriate.

5.6.3 Trees

Responsibility for [trees](#) depends on where they are located and who is responsible for the land. For the purposes of this policy, this includes:

- Trees on Council-owned and Council-managed land, including communal gardens and wider estate land, where Camden is responsible for inspection and any necessary works.
- Trees within shared gardens of Council-owned street properties, where Camden is responsible for inspection and any necessary works.

Camden will:

- a. Manage all Council-maintained trees in line with its [Tree Policy](#).
- b. Provide clear guidance on responsibilities and when permission is required for pruning, felling, planting or other tree works.
- c. Manage inspection and works for trees on communal land.
- d. Support residents in Council-owned street properties with advice, and take action where tree conditions create a safety risk.
- e. Ensure appropriate professional advice and permissions are in place before any work is carried out where a Tree Preservation Order or other restrictions apply.

[HOW TO REPORT AN ISSUE WITH TREES](#)

5.7 Parking and vehicles

[Parking arrangements on estates](#) must support safe access, effective day-to-day housing management and good neighbour relations. Housing teams will report parking and vehicle-related issues to relevant Council services to help keep access routes clear for emergency and refuse services, and to prioritise the needs of residents who require mobility-related adjustments.

Camden will:

- a. Use its estate and neighbourhood presence to identify parking and vehicle issues and escalate them through the relevant channels.
- b. Utilise housing management routes where appropriate to address behaviours that affect safety or access, including misuse of parking areas.
- c. Work with relevant Council services to resolve issues that sit outside housing enforcement, including action on abandoned or obstructive vehicles and any formal parking enforcement where it applies.

[HOW TO REPORT AN ISSUE WITH PARKING](#)

[HOW TO REPORT ABANDONED VEHICLES](#)

PART B: GOOD NEIGHBOURS

5.8 Expectations of residents

Camden believes that residents should be able to enjoy their home without unnecessary disruption or disturbance. While the Council will [support residents to live well together](#), we expect residents, household members and visitors to:

- Treat neighbours with consideration and respect.
- Treat Council staff, contractors and others working on our behalf with respect.
- Follow tenancy and lease conditions relating to behaviour, and do not cause or contribute to communal areas, such as hallways and landings, being left unclean or untidy. In street properties, tenants and leaseholders are responsible for keeping shared internal communal areas clean and tidy because there is no caretaking service.
- Engage constructively with early resolution steps where it is appropriate.
- Use camera doorbells and similar devices sensitively, and avoid directing them towards neighbours' doors.
- Keep communal areas clear and safe, and dispose of waste properly.
- Ensure pets do not cause nuisance, including persistent noise, intimidation or fouling in communal areas and neighbourhood spaces.

[HOW TO REPORT NOISE OR OTHER NUISANCE](#)

5.9 Early resolution

Not all neighbour tensions amount to anti-social behaviour or statutory nuisance. Many concerns arise from everyday living, communication breakdown, building design, or differing lifestyles. Good Neighbourhood Management covers issues that affect residents' enjoyment of their home but may not meet ASB thresholds, as set out in our [Anti-Social Behaviour Policy](#), or the threshold for [statutory nuisance](#). Depending on impact, persistence and context, this may include:

- everyday living noise, e.g. footfall, children playing, or occasional social events
- cooking smells and household odours
- lifestyle or cultural differences
- boundary and privacy concerns, including disputes about door cameras
- DIY within reasonable hours where there is no ongoing unacceptable disturbance

Where it is safe and appropriate, the Council may support early resolution measures.

Camden will:

- a. Provide guidance on respectful communication and agreeing shared expectations.
- b. Help with optional template messages, such as a "Dear Neighbour" note.
- c. Encourage residents to record concerns to support assessment, e.g. diary templates or approved reporting tools.
- d. Where appropriate and with consent, signpost residents to local community resolution routes, including TRA-led community activity or local forums, alongside mediation.
- e. Take a neutral, problem-solving approach for low-level cases, using language that avoids assigning blame.

5.10 Reporting and case management

The Council will provide clear routes for residents to report neighbour-related concerns. When a report is received, it will normally be managed through one of three pathways:

1. Low-level neighbour issues managed through early resolution and Good Neighbourhood Management support.
2. [Anti-social behaviour](#) and safeguarding managed through Camden's ASB and safeguarding routes, including risk assessment and partnership working.
3. [Statutory nuisance](#) managed through the Council's Noise and Pollution services.

5.10.1 Distinguishing GNM from ASB or statutory nuisance

To distinguish Good Neighbourhood Management issues from ASB or statutory nuisance, we will consider the full context of each report, including:

- the type of issue reported and whether it reflects reasonable everyday living
- frequency, duration, time of day and how long the issue has been ongoing
- the impact on the reporting resident and the wider community
- whether there appears to be intent to cause alarm, distress, harassment or nuisance
- any underlying factors, including vulnerabilities, household circumstances, property design, repairs or maintenance issues
- whether early resolution is likely to be effective or whether landlord enforcement action may be necessary

Issues can change over time. A report initially managed as Good Neighbourhood Management may be reclassified as ASB or statutory nuisance where behaviour becomes persistent, targeted, deliberate or harmful, and vice versa.

HOW TO REPORT NOISE OR OTHER NUISANCE

5.10.2 Vulnerability and safeguarding

Camden will consider [vulnerabilities](#) and support needs for all parties throughout a case. Where vulnerabilities are identified, we will tailor our approach, including reasonable adjustments and referrals or signposting to support services where appropriate. Where a report raises welfare or safeguarding concerns, we will respond through the relevant safeguarding or welfare routes.

5.10.3 Shared responsibility and engagement

Many Good Neighbourhood Management issues require co-operation and a willingness to try reasonable steps. We will offer advice, support and options such as mediation. Where a party unreasonably refuses to engage, this may limit what can be achieved through neighbourhood management activity. In these cases, we may close our involvement and signpost residents to alternative options where available.

5.11 Practical solutions and prevention

The Council recognises that neighbour nuisance can be worsened by building design, noise transfer and outstanding repairs. Where concerns relate to the condition or layout of a building, we will focus on practical steps that reduce repeat problems and support residents to enjoy their home. We also recognise that children and young people need space to play.

Active play, including ball games, supports physical health, mental wellbeing and development. We will take a balanced approach that encourages safe play while reducing avoidable disturbance.

Camden will:

- a. Check for property-related causes where appropriate, including repairs issues or building features that may contribute to noise transfer.
- b. Put in place practical mitigations where feasible, e.g. minor repairs, adjustments to door closers or other small measures to reduce impact on neighbours.
- c. Reinforce expectations about considerate behaviour in homes and communal areas.
- d. Reinforce tenancy and lease requirements on alterations and flooring, where these may affect noise transfer between homes.
- e. Review local signage and estate messaging, including “no ball games” signs, to ensure any restrictions are proportionate and consistent with safe play and shared space use.

5.12 Escalation and enforcement

Where issues persist or create risk, the Council will escalate action proportionately, including enforcement where this is supported by evidence.

Camden will:

- a. Act on repeated misuse of communal and shared spaces, including considering cost recovery where deliberate or repeated misuse results in additional costs and the evidence supports this.
- b. Take enforcement action where appropriate, using tenancy and leasehold routes where repeated behaviour affects safety or residents’ enjoyment of their homes.

5.13 Joined-up neighbourhood programmes

Neighbourhood issues rarely sit within a single service area. We will link day-to-day neighbourhood management with our core resident engagement and participation offer so residents can influence priorities and shape local improvements. This aligns with our housing participation ambitions, including [Your Voice in Homes and Communities](#), and connects with wider programmes such as [We Make Camden’s Estates Mission](#), where resident insight helps inform longer-term estate and neighbourhood improvement.

Camden will:

- a. Engage residents through core participation routes, including TRAs, to gather local insight on priorities and hotspots, shaping targeted improvement actions and informing neighbourhood priorities and investment.
- b. Support small, practical improvements that reduce repeat issues, e.g. better lighting, improved sightlines, clearer signage and improved storage.
- c. Enable resident-led initiatives that build connection and reduce isolation, including community champion approaches.
- d. Consider under-used spaces for community benefit or local enterprise where this supports local priorities and is viable to deliver.

6. Diversity, inclusion and holistic services

The Equality Impact Assessment indicates that the policy is expected to deliver positive outcomes by improving consistency, transparency and responsiveness in neighbourhood management. It supports cleaner, safer communal areas, clearer service expectations and earlier resolution of neighbour concerns, benefiting residents who are older, disabled, on low incomes, or who spend more time locally due to caring responsibilities.

The impact assessment also identifies potential risks, including digital exclusion, language and communication barriers, and disproportionate outcomes if escalation or enforcement is not sensitive to vulnerability, disability-related needs or affordability. There is a further risk that harassment, hate incidents or domestic abuse could be misclassified as low-level neighbour issues without referral to specialist pathways. These are mitigated through reasonable adjustments, person-centred risk assessment, safeguarding, and clear thresholds between GNM, ASB, statutory nuisance, hate crime and domestic abuse routes, alongside actions on training, monitoring and accessible communication.

7. Review

This policy will be reviewed in three years, or sooner if required by changes in legislation, regulation or the service.

8. Related documents

- [Anti-Social Behaviour Policy](#)
- [Managing Fire Safety in Communal Areas of Camden Council's Housing](#)
- [Repairs Policy](#)
- [Tree Policy](#)
- [Vulnerability Policy - Housing & Property Management](#)
- [Tenancy Conditions](#)
- [Regulator of Social Housing's Neighbourhood and Community Standard](#)

9. Information and version control

Title	Good Neighbourhood Management Policy
Lead Team	Housing Policy, Performance and Assurance
Audience	Public
Consultation requirements	Not required (engagement undertaken)
Equality Impact Assessment	March 2026
Data Protection Impact Assessment	TBC
Next review date	April 2029
Approved by	Cabinet Member – Better Homes
Approval date	April 2026
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