ENVIRONMENTAL IMPROVEMENTS POLICY

Date: 28.10.2025
Review: 27.11.2028

Author: Jermaine Sterling
Department: Operations

Environmental Improvements Policy

Contents

Environmental Improvements Policy

1.0 Statement

Radcliffe Housing Society (RHS) has a commitment to enhancing the lived environment and quality of life of our residents. To support this, we budget for environmental improvements to our stock. This budget is used to carry out physical improvements to communal parts of a scheme or road. Examples of these include fencing, landscaping, door entry systems, CCTV, improved refuse arrangements and lighting. The resident's voice is very important in determining priorities for improvements.

2.0 Aims

The aims of the Policy are to:

- Improve resident satisfaction with their neighbourhoods
- Address management issues which are amenable to changes in the environment
- Involve residents in choices about their environment
- Create attractive and sustainable communal areas on our estates
- Deter and reduce crime and anti-social behaviour

3.0 Objectives

The objectives of the Policy are to:

- Achieve value for money for improvements carried out and to reduce future costs
- Increase the level and quality of resident engagement at local and stock wide level
- Carry out improvements requested by tenants and residents
- Monitor the success of improvements in achieving the aims set for them

4.0 Procedure

4.1 The Tenancy Services Officer (TSO) is responsible for maintaining a list of environmental improvements, incorporating suggestions made by individuals or groups of residents. This is whether these are identified at resident meetings, estate inspections or from satisfaction surveys. Verbal or written requests can also be made.

4.2. All proposals will be submitted to the Operations Director by 01 November, prior to the budget setting for the next financial year.

4.3 Prior to formal consultation with residents, the TSO, our Asset Manager and the Operations Director will discuss the proposals at our Asset Management Group to ensure that they:

- Fit in with overall priorities
- Are technically feasible
- Represent value for money and fit within the budget
- Are likely to have resident support

4.4 Once a request has been judged feasible, an appropriate priority and its scope and nature will be reviewed with resident representatives, then the process of formal consultation will commence.

4.5 All residents in the estate impacted will be contacted and given an opportunity to approve and / or suggest modifications to the proposal. Meetings with residents may also be held if the scope of the improvement dictates it.

4.6 Capital expenditure on Environmental Improvements is not charged to residents, but there may be implications for service charges in future (for example with CCTV or parking).

4.7 All relevant expenditure is charged to leaseholders, so if the levels of expenditure would be greater than permitted by the S20 of the 1985 Landlord & Tenant Act (as amended), then it is vital this process is completed before a final works order is raised. Future potential services and other costs for tenants and leaseholders, will be clearly set out with the proposal.

4.8 Staff should also consider whether the request can be part or fully funded through other means. This could include providing a bid submission to our local partners or through the relevant Local Authority. All bids must be approved by the Operations Director prior to submission.

5.0 Implementation

5.1 If the work is more complex in nature than what could be issued in a normal repairs order, the Asset Manager will prepare a specification that addresses the scope of the work agreed. If necessary, consultants may be appointed if the work is of an exceptionally involved and technical nature.

5.2 Once the scope of the work has been agreed, an estimate will be made of the likely cost. We will follow our usual process for obtaining quotations if the work is of particularly high value. If costs exceed financial authority limits, the Operations Director will provide a report to the Asset Management Group (AMG) detailing the nature of the work, the need for it, the tenders and the process of consultation. AMG will then determine whether the project will proceed.

5.3 Once the project has been agreed and a starting date agreed with the contractor, all affected residents will be written to by the lead staff member advising of:

- Start date
- Name of the successful contractor
- Any safety issues or access issues
- Duration of the works
- Who to contact in an emergency
- "For Leaseholders", the likely cost to them (assuming S20 notification is not mandated)

5.4 Works will be supervised by our Asset Manager. If there are any issues regarding access for the works, the Asset Manager will liaise with the staff member and the tenant(s) to achieve a satisfactory resolution. Our Tenancy Agreements makes provision for access with notice.

6.0 Resident Satisfaction

6.1 Once the work is completed and practical completion agreed with the contractor, any leaseholders will be billed for their share of the costs. The Finance Director will determine if subsequent costs should be raised as an additional charge or resolved at year end.

6.2 Three months after the project is delivered, residents will be asked for their satisfaction with the work carried out, and whether it is achieving the objectives set for it. The outcome will be reported to the Operations Director.

7.0 Responsibilities

7.1 The budget holder for Environmental Improvements is the Tenancy Services Officer (TSO).

- The TSO will liaise with the Independent Living Manager about improvements requested for our independent living schemes
- The TSO is responsible for liaising with all relevant staff, management and residents as needed, to ensure projects are agreed and implemented

7.2 We reserve the right to decline estate improvement suggestions based on funding, cost, practicality, consultation and any economic changes impacting our budgets.

8.0 References

- 1985 Landlord & Tenant Act
- RHS Service Charge policy
- Regulator for Social Housing: Neighbourhood & Community Standard