

Good Neighbourhood Charter



Our Good Neighbourhood Charter is a co-created agreement that sets out clear standards and shared responsibilities for creating safe, clean, and inclusive communities. Developed with tenants and staff it reflects our commitment to partnership, accountability, and mutual respect.

At St Leger Homes of Doncaster (SLHD), the charter guides how we work together to maintain neighbourhood quality, respond to concerns, and promote wellbeing across our estates.

Through this Good Neighbourhood Charter, we aim to:

- Define Standards
- Empower Residents
- Promote Collaboration
- Provide Clear Routes for action

Together, we will build neighbourhoods that are inclusive, well-maintained, and resilient places where people feel heard, supported, and proud to call home.

SLHD Commitments

Respect and Responsiveness

- ✓ We will treat all tenants with dignity and respect in line with our CORE values and RESPECT Standard (detailed at appendix 1), tackle stigma by promoting inclusion and lived experiences, respond promptly and empathetically to concerns, foster positive neighbourly relationships through early intervention, and take a zero-tolerance approach to discrimination, harassment, and hate incidents.

Visibility and Accessibility

- ✓ We will maintain a visible presence in our neighbourhoods through regular estate walks, community engagement, and proactive outreach.
- ✓ We will ensure our services are accessible to all, including those with additional needs, and make reasonable adjustments where required.

Collaboration and Co-Design

- ✓ We will work in partnership with tenants, community groups and agencies to co-design local solutions, share updates, listen to feedback, and improve services through active participation in joint meetings and working groups.

Accountability and Transparency

- ✓ We will be transparent and accountable by clearly defining roles and decision-making processes, and regularly reporting on performance, action plans, and neighbourhood

outcomes.

Safety and Wellbeing

- ✓ We will take reasonable steps to keep communal areas safe, clean, and welcoming through regular inspections.
- ✓ We will act quickly on anti-social behaviour, hate incidents, and safeguarding concerns in partnership with relevant agencies.
- ✓ We will handle low-level noise issues separately from ASB, encouraging tenants to speak with their neighbours in the first where appropriate.

Continuous Improvement

- ✓ We will commit to continuous improvement by learning from feedback, adapting practices, and contributing to policy and service reviews.

Neighbourhood and Housing management

- ✓ We will carry out specific actions related to the upkeep of neighbourhoods, such as managing green spaces, enforcing tenancy conditions, dealing with noise nuisance and addressing anti-social behaviour.
- ✓ We will involve residents in design planning housing or regeneration projects

Tenant Commitments

As tenants, we commit to working with SLHD and the wider community to create safe, and respectful neighbourhoods by sharing responsibility for positive behaviours and community standards, this includes:

Respecting Our Community

- ✓ Treating neighbours, staff, and visitors with respect, courtesy and consideration.
- ✓ Discouraging anti-social behaviour and promoting tolerance.
- ✓ Taking pride in our homes, communal areas and shared spaces by keeping them clean, safe, and well-maintained.
- ✓ Tenants living in flats or maisonettes to be considerate of everyday noise, such as the use of washing machines, and to be mindful of how lifestyle choices may affect neighbours
- ✓ Reporting repairs, hazards, or concerns promptly

Engaging and Communicating

Providing feedback, ideas, and concerns to help shape services and make our neighbourhoods better.

- ✓ Taking part in surveys, forums, and consultations where possible including the One Voice Forum and tenant-led reviews.

Supporting Each Other

- ✓ Looking out for vulnerable neighbours and contribute to a culture of kindness and mutual support.
- ✓ Promoting positive stories and challenge stigma around social housing.

Being Accountable

- ✓ Understanding and following the terms of the tenancy agreement.
- ✓ Working with staff and partner agencies to resolve issues and improve services where required

Championing Inclusion

- ✓ Respecting diversity and ensure everyone has a voice in shaping neighbourhoods.

SLHD are committed to ensuring our Neighbourhood Charter delivers real impact by:

Monitoring and Evaluation

- ✓ **Using Key performance indicators (KPIs)** to track delivery of the charter, including:
 - Response times to ASB reports (low, medium, and high risk)
 - Satisfaction with complaint handling
 - Timeliness of tenancy support assessments
 - Accessibility and responsiveness of services
- ✓ **Gathering Tenant feedback:** through surveys, forums, and complaints analysis to monitor satisfaction with neighbourhood services
- ✓ **Key Learning:** using insights from complaints, Ombudsman reports, and tenant engagement to review policies and services, ensuring alignment with the Housing Ombudsman's recommendations and the Regulator of Social Housing's Neighbourhood and Community Standard.

Fact sheets

- ✓ We provide a range of fact sheets available to help our tenants manage their homes more confidently, offering practical information and guidance on a variety of topics. These can be found on our website at www.stleger.homes.co.uk