

# Neighbourhood and Community Policy

Date approved: 26/02/2024



Our neighbourhood and community policy guides us on how we can transform places. It allows us to give communities the support they need to thrive.

## Safer Places

We are responsible for looking after and keeping our shared green spaces safe. If there are any issues with how clean, accessible, or safe any indoor or outdoor spaces are, we can report and fix them. We work together with local authorities, charities, police, and tenant groups to do this for you.

## Working with partners

We understand that working with people living in the area and local organisations can help improve our communities most. We will work with our partners to make sure that our shared spaces are safe, clean, and accessible and also support partners in achieving their own goals.

## Community Safety, Anti-social behaviour and Hate incidents

We will take any ASB or hate incidents seriously. We will handle them as outlined in our ASB policy. You can [read the full policy](#) online or request a copy to be sent to you by post by calling us by phone. We will work closely with partners such as the Police and the Local Authority Community Safety Teams to help people experiencing ASB.

## Domestic Abuse

We will work alongside our partners and other organisations to tackle domestic abuse. We will make sure you get the right support and advice. You can [read the full policy](#) online or request a copy to be sent to you by post by calling us by phone.

If you are dissatisfied with the way we have managed your neighbourhood and you want to make a complaint, you can do this by contacting our Feedback team online, or by calling us on 0800 587 4538.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report ASB and domestic abuse or get in touch by phone, email, Live Chat or My Livin app.

## What next?

[Read the full policy at  
livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service?  
Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربى (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ڤسراف (Farsi)  
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)  
Español (Spanish) Український (Ukrainian)

Request this document in an alternative format:



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