Neighbourhood Management Policy

We will provide this policy on request at no cost, translated, in large print, in Braille, on tape or in another non-written format.

We can produce information on request at no cost in large print, in Braille, on tape or in another non-written format. We can also translate this into other languages. If you need information in any of these formats, please call us on **0800 952 9292** or email info@wheatley-group.com

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در صورت درخواست، می‌توانیم اطلاعات را در چاپ بزرگ، خط بریل، روی نوار یا در فرمت غیرنوشتاری دیگری ارائه دهیم. همچنین می‌توانیم اطلاعات را به سایر زبان‌ها ترجمه کنیم. در صورت نیاز به اطلاعات بیشتر در هریک از این فرمت‌ها، لطفاً از طریق شمارۀ **0800 952 9292** با ما تماس بگیرید یا ایمیلی به info@wheatley-group.com ارسال کنید.

ہم درخواست پر معلومات کو بڑے حروف، بریل، ٹیپ پر یا کسی اور غیر تحریری صورت میں بغیر کسی لاگت کے مہیا کر سکتے ہیں۔ ہم اس کا دوسری زبانوں میں ترجمہ بھی کروا سکتے ہیں۔ اگر آپ کو ان میں سے کسی صورت میں یہ معلومات درکار ہوں تو برائے کرم ہمیں **0800 952 9292** پر کال کریں یا info@wheatley-group.com پر ای میل کریں۔

Approval body	*Loretto Housing Board*
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Review Year	*2027*
Customer engagement required	*Yes*
Trade union engagement required	*Yes – For information*
Equality Impact Assessment	*Yes*

Contents

1.   Introduction and background

Having peaceful and connected neighbourhoods is a key ambition for Loretto Housing, where we want our customers to feel proud of their homes and be part of neighbourhoods that are clean, safe and vibrant.

Loretto Housing has a vital role in ensuring our neighbourhoods are places and spaces where customers are proud to live. Good neighbourhood management is integral to promoting pride in our neighbourhoods, which can only be achieved through a coordinated approach involving customer, Loretto Housing and partner engagement.

Loretto Housing has more than 2,500 affordable homes in the Central Belt of Scotland and is committed to *Better Homes and Better Lives* for all customers residing within our neighbourhoods. We pride ourselves on the provision of award-winning services and recognise the central role our customers play in contributing to this. We encourage customer engagement and consultation, ensuring they are actively involved in shaping services in relation to neighbourhood management.

Our neighbourhood teams are a crucial element in the delivery of safe, well-maintained neighbourhoods, where they deliver a proactive and responsive service across our areas of operation, alongside a planned programme of maintenance.   Our neighbourhood teams consist of staff from our neighbourhood environmental services, antisocial behaviour, customer voice, and housing and care services teams.

Our neighbourhood management approach recognises that each neighbourhood, community, or area is distinct in nature, including stock type and customer base.

We incorporate a placemaking methodology within our approach, where we work collaboratively with customers, partners, and the wide-ranging Loretto Housing services, to identify the needs and requirements of the area in realising its full potential. Placemaking is a collaborative process for creating public spaces that people enjoy and feel connected to. There are tools, processes and data available to measure this, that we proactively use within our neighbourhoods.

Customers are at the heart of this approach in helping drive forward the change required and desired within our neighbourhoods, which is based on the observations and opinions of those residing there.

This collaborative and participative approach affords a better understanding of the things that matter most to our customers and where our resources and service delivery priorities should be targeted, whilst ensuring better outcomes for neighbourhoods with increased opportunities.

It allows us to easily identify where there are areas or issues impacting good neighbourhood management and to consider suitable resolutions available to tackle and improve these.

2.   What is neighbourhood management?

Neighbourhood management is the term used to describe the proactive and reactive activity and action that is undertaken to maintain the appearance of the neighbourhood environment to a high standard that is considered clean, safe, well maintained and an attractive place for people to live.

It is the collective responsibility of everyone living, visiting, or working within an area to ensure the neighbourhood is maintained to the highest standard. This can include, but is not limited to the following individuals and organisations:

- Loretto Housing and housing providers within the area, including Registered Social Landlords, Private Landlords, and the Local Authority.
- Local Authority departments with designated responsibility for neighbourhood management, including, but not limited to, environmental health teams.
- Residents living within a neighbourhood from the variety of tenure types present, including social housing, private rented tenancies and owner occupation.
- Organisations, both statutory and non-statutory, working within or operating out of neighbourhoods.
- Business owners.

Neighbourhood management includes the planning, monitoring, management, and delivery of services within the area and is distinct from the management of antisocial behaviour, which is dealt with under the Loretto Housing Antisocial Behaviour (ASB) Policy.

3.   Policy aims and objectives

3.1   Our aim

Our aim is to create neighbourhoods that are thriving and well-maintained safe spaces where Loretto Housing customers feel proud to live. This policy will set out the structures and approaches in place to achieve this, and measures available to address issues raised that compromise good neighbourhood management, as well as the partner agency approach required by key stakeholders involved across our neighbourhoods.

3.2   Our objectives

We will realise our stated aim for creating thriving neighbourhoods by successfully achieving the following objectives:

- Clear identification of the **actions, behaviour and/or activity** that can compromise good neighbourhood management.
- Detail a comprehensive list of **actions and solutions** available to support the resolution of identified neighbourhood management issues.
- Ensure customers are aware of their **responsibilities** under the terms of their Loretto Housing tenancy agreement.
- Conduct **engagement activity** focused on keeping our neighbourhoods at a high standard and highlighting any areas of concern requiring proactive action to be taken.
- Neighbourhood Environmental Team (NETs) environmental **weeks of action** with key stakeholders on any thematic areas identified.
- Embedding **Neighbourhood Plans** within Loretto Housing localities with clear, detailed improvement action to be taken with agreed timescales attached.
- Empower local communities to drive forward **change and continuous improvement** within their neighbourhoods through involvement in the creation, development and implementation of Neighbourhood Plans.
- Provide **clear guidance** for staff to confidently deal with reports concerning the management of neighbourhoods.
- Deliver **training to relevant staff** on responding to incidents reported which challenges good neighbourhood management.
- **Investigate reports** of neighbourhood management concerns and ensure customers receive a tailored response based on the available resolution actions to deal with these issues.
- **Work in partnership** with key stakeholder agencies to deliver thriving neighbourhoods where our customers are proud to live.

4.   Good neighbourhood management

We are committed to making the most of our homes and assets by investing in our existing homes and environments.

We take a proactive approach to managing our neighbourhoods at Loretto Housing through the delivery of an extensive range of services, whilst responding to any issues as and when they arise.

Our service provision contributing towards good neighbourhood management includes, but is not limited to the following services:

Our Neighbourhood staff teams

Our operating model means more of our staff are based within our communities and available to identify and respond to any concerns raised, at times to suit our customers. This ranges from our Housing Officers, Antisocial Behaviour Intervention and Prevention Officers, Customer Voice staff, Repairs Operatives, and our Neighbourhood Environmental teams. Having a wide range of staff making up these wider neighbourhood teams benefits our commitment to supporting our vision of thriving neighbourhoods by providing customers with a range of services and staff on hand to support them with any identified issues should they arise.

Neighbourhood Environmental Services (NETs)

Our NETs teams within Loretto Housing play a vital role in delivering thriving neighbourhoods through the provision of services including common close/stair cleaning, grass cutting, uplifting bulk items, gardening, and grounds/neighbourhood maintenance, to ensure local neighbourhoods are clean and tidy. The teams contribute hugely to that sense of pride customers can feel in their communities and are at the heart of our neighbourhood teams for customers to engage with. In 2024/2025 the NETs team in Loretto Housing collected 197 tonnes of bulk waste and cleaned more than 3224 closes

We work in partnership with Scottish charity Keep Scotland Beautiful (KSB), whose mission is to '*inspire changes in behaviour to improve our environment, the quality of people's lives, their wellbeing and the places that they care for*'. Through this partnership we have supported 2 Loretto Housing customers to receive Keep Scotland Beautiful Assessor training, to allow them to evaluate their local area against set criteria to identify areas of strength and improvement and to help evaluate progress on identified improvements.

Repairs service

We provide a planned and reactive repairs service for all customers across Loretto Housing, to ensure our stock is maintained to the highest possible standard and delivers on our customer priorities. We have clearly defined timeframes for our repairs to be conducted, and our repairs and maintenance work is always completed in line with our commitment to sustainability.

Our repairs service is customer led and as an organisation we invest significantly in the delivery of the repairs service we provide, to maintain our homes and keep them in excellent condition. This approach ensures we are providing high quality homes that are safe for our customers to live in and contribute towards the delivery of thriving neighbourhoods.

Fire Safety

We work in partnership with Scottish Fire and Rescue to deliver a sector leading approach towards ensuring effective fire safety across our properties. Keeping our customers safe from harm through the risk of fire is a key priority for Loretto Housing and an integral part of good neighbourhood management.

We have an in-house Fire Safety Team who assume responsibility for the prevention and mitigation of fires across our neighbourhoods and the team works collaboratively with a range of agencies to achieve this. Their work is accomplished through prevention, early intervention, and delivery of a responsive service to build resilience within neighbourhoods in relation to fire safety.

Customer Engagement – Neighbourhood Planning

We take a community led approach towards neighbourhood planning, where the design and delivery of services, systems, processes, and targets are co-created with our customers. Good neighbourhood management and neighbourhood planning make up an extensive part of our customer voice programme and work is consistently ongoing in this area to ensure the customer voice is at the heart of our service delivery.

Through this process we work with customers to assess neighbourhoods, identify areas of strength, areas for improvement and co-create action plans to support the delivery of identified activity.

Wheatley Foundation

The Wheatley Foundation is our charitable trust and strives in making lives better for people within our communities across Scotland. A key focus of the Wheatley Foundation is establishing opportunities for our customers through their priorities to maximise access to employment, training and learning opportunities and tackling social exclusion and alleviating the impacts of poverty.

A number of the programmes delivered by the Wheatley Foundation support the creation of vibrant neighbourhoods through training, education, volunteering, work experience and employment opportunities within our neighbourhoods to support with their maintenance and improvement.

5. Neighbourhood management concerns

5.1 Neighbourhood concern types

Loretto Housing is committed to creating thriving spaces where our customers feel safe and are proud to live, however, we recognise that there are times when issues arise that can challenge this.

There are certain actions, activities and behaviours undertaken which can compromise good neighbourhood management and impact how individuals feel about where they live. If not managed appropriately this can have a detrimental impact on the community and the desirability of a neighbourhood.

Based on our experience of the types of neighbourhood management concerns raised by customers, we have categorised these within two main heading types – noise (non-antisocial behaviour) and environmental issues to demonstrate the types of concerns that can arise between neighbours and within neighbouroods. These are outlined below with some examples of the type of activity we see reported:

Neighbourhood management issue	Examples of activity
Noise (Non-antisocial behaviour)	• Children Playing (e.g., within the property, kicking a ball off a wall). • Babies/children crying. • Animals (e.g., birds chirping, dogs barking – within the property, in the garden or on the veranda). • DIY. • Domestic Noise (e.g., washing machines, hoovering, walking within the property, flushing toilet, showering, creaky floorboards). • Musical Instruments. • Lifts. • Door/window closing (including common close/stairwell door). • Intimate relations.
Environmental	• Fly Tipping (e.g., rubbish or bulk in a public area). • Garden Maintenance (e.g., overgrown trees/hedges, rubbish not being put in bins, cutting of grass). • Litter/Rubbish (e.g., being thrown from property or left in common close/stairwell area, in gardens, being dropped by people (including children), feeding the birds/keeping in veranda, use of other's bins. • Dog fouling (private place) – (e.g., where this takes place within an individual's garden that isn't a shared space). • Street Parking (e.g., parking on the street, parking in disabled bays). • Smells – (e.g., cooking, cannabis*) • Fires/bonfires within garden.

*Please note that drug possession is a criminal offence and should always be reported to Police Scotland as such. We deal with convictions of drug dealing under our Antisocial Behaviour Policy. The element we are referring to within this policy is in relation to smells attributed with drug use and includes visible drug taking, drug paraphernalia and smells of drugs. We are recognising here that we receive reports of the smell associated with cannabis which causes concerns from a neighbourhood management perspective and have therefore included this in the list of concerns identified.

Noise (non-antisocial behaviour) can often be described as 'living noise' and constitutes activity that can be considered part of everyday life. We recognise that this activity can still impact customers and are committed to trying to work with all parties, and where appropriate partners, to find appropriate solutions to noise issues which aren't considered ASB noise or managed within the remit of our ASB policy. It is important to note that there may be instances where there is no action we can or should take, as the noise is considered general living noise and part of everyday life. We will always seek to engage with all parties involved in the noise (non-antisocial behaviour) concerns raised to attempt to find the most appropriate solution for all.

The condition of the environment can impact customers' sense of pride in where they reside, therefore we fully recognise the impact that these types of environmental issues can have on customers, which is why we are fully committed to working with all parties, and where appropriate partners, to find effective solutions to the issues.

Customers' experience of these neighbourhood management concerns can be negative; therefore, it is imperative that these issues are investigated and dealt with, and appropriate solutions sought. There are a variety of solutions that can be utilised to address identified neighbourhood management concerns, which are outlined in more detail in section 6.

It is important to note that the action, activity, and behaviour referred to above as the examples of activity impacting upon good neighbourhood management do not constitute ASB. ASB is a separate type of behaviour and activity that is linked to the Antisocial Behaviour etc. (Scotland) Act 2004 and is covered within our Loretto ASB Policy. Within this policy there is clear categorisation of the types of conduct this refers to and actions to support addressing the conduct.
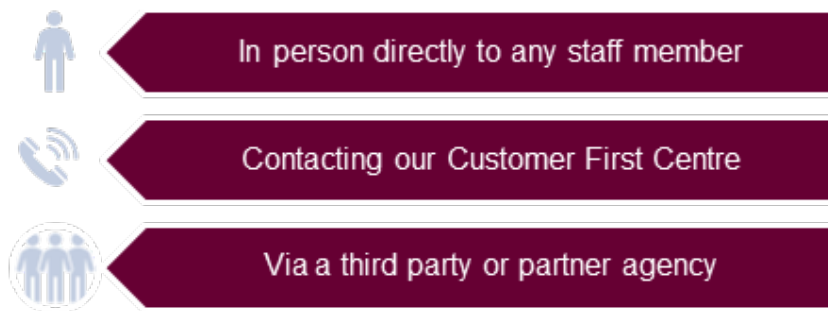
5.2   Customer commitments

We have set customer commitment levels to ensure our customers are clear around what level of service they can expect from us when they report a concern or issue related to the management of their neighbourhood, which are:

Customer commitment	Timescale
In cases where we are able to provide the information necessary to address your identified issue and/or provide relevant signposting information, without further need for any form of discussion and/or visit, we will do so at the immediate point of contact.	At point of contact via either direct in person to a staff member or during a call to our Customer First Centre (CFC).
In cases where further information is required, or an in-person visit is necessary to gather further information to address the concern, we will contact you to discuss and/or arrange this.	Within 3 working days of receipt of report.
In cases where further information and/or an in-person visit is required, we will have communicated with you to provide information, support, and guidance and/or discuss potential solutions to the issue or concern raised	Within 10 working days of receipt of report.

5.3 Reporting neighbourhood management concerns

Neighbourhood management concerns can be reported via several routes, including:

In person directly to any staff member

Contacting our Customer First Centre

Via a third party or partner agency

5.4 Triaging methodology

Circumstance and context are crucial elements in determining whether something falls into the category of impacting good neighbourhood management or whether it could be considered as something else. To support this process, we have developed a clear triaging methodology with factors for consideration for our staff to determine which category the concern falls within, which will be either:

- Neighbourhood management concern;
- ASB;
- Neither neighbourhood management concern nor ASB

Staff will establish details around the concern being reported to determine this and will be trained in the areas of neighbourhood management and ASB to correctly manage these types of cases and ensure they are being appropriately categorised:

	Triaging methodology - factors for consideration
1.	What is the nature of the issue or concern?
2.	When is the activity, action or behaviour taking place – (e.g., time of day)?
3.	How often is the activity, action or behaviour taking place – (e.g., the frequency of this – hourly, daily, weekly, monthly)?
4.	How long does the activity, action, or behaviour last – (e.g., the duration of this - 30 minutes, one hour, all morning/evening, all day)?
5.	What impact is the action, activity or behaviour having on the person affected by this?
6.	Are there any underlying reasons to explain the activity, action, or behaviour?
7.	Is the activity, action, or behaviour unreasonable?

Each case will be dealt with on its merits and characteristics and a determination made following full consideration of all detailed and contextual

information. Our staff will communicate clearly with customers which route their concern is being dealt with under – neighbourhood management concern, ASB, or neither. If it is determined that the concern neither constitutes neighbourhood management concern or ASB, our staff teams will help support customers and signpost or guide them to find some form of resolution to the issue being raised where this is possible.

6. Resolving neighbourhood management concerns

There are a number of solutions available to support good neighbourhood management. They are individualised based on circumstance and can involve effective communication, partnership working, negotiation and compromise, to achieve effective resolution to suit all parties involved.

The provision of advice, support and guidance is central to achieving successful outcomes, as is a clear understanding of the differences between action, activity and behaviour that constitutes a challenge of good neighbourhood management and that which doesn't (e.g., antisocial behaviour). It is also important to recognise where resolution measures are required, or where there is no requirement for them, as the action, activity or behaviour constitutes living noise or everyday life.

An example of some key measures that can be used to resolve neighbourhood management concerns include the following list, which is not exhaustive:

Discussion with the individual(s) considered to be involved in action, activity, or behaviour

One of the first steps that should be taken when there is an identified individual(s) considered to be involved in partaking in the action, activity or behaviour that is causing distress, frustration or upset to another individual, is to have a conversation with them around this to raise awareness. This allows for open dialogue to discuss the issue and explain the impact it is having on those affected. The approach allows awareness to be raised and can be sufficient for understanding and compromise to be reached to resolve things. This can involve a visit to the property by a Loretto Housing staff member, likely to be the Housing Officer, if necessary.

Mediation

Where parties have failed to reach an agreement or relationships have broken down because of the neighbourhood management concerns raised, sometimes using a third party to mediate can be helpful. This will be a confidential and independent service, where both parties can express their position and feelings to try to sort out their differences, reach a compromise, and help rebuild their relationship. It will often be in a neutral venue to support impartiality and is entered into voluntarily.

<u>Referral to specialist teams within the Local Authority</u>

Local Authorities have a variety of roles within their dedicated teams with the responsibility to deal with neighbourhood management type concerns. The teams are often multi-skilled and range from community wardens, noise teams, home security and mediation services and they will provide advice to anyone who contacts them if they reside within that local authority area.

Local authorities have the statutory responsibility for controlling and dealing with noise concerns.

They also have the responsibility to deal with issues around fly tipping and must have a procedure in place to deal with this.

<u>Access to products and services</u>

If the neighbourhood management concern raised can be resolved through the provision of a specific product or service, then this will be considered as a viable option to address this. Examples of this could be soft door/window closers, adaptations for bin areas or headphones for noise. Another example would be arranging for the customer to access the Noise APP, which is a tool used to submit reports of noise nuisance to landlords for further investigation and corroboration.

<u>NETs Support</u>

Our NETs are an integral part of our approach towards the creation of thriving neighbourhoods and play a major role in ensuring our neighbourhoods are clean, tidy, and safe places for our customers to live.

We can utilise our NETs teams to support addressing concerns within areas identified either through one off pieces of work or programmed activity. This can be a partnership approach with other agencies or organisations involved in maintaining our neighbourhoods or with wider teams from across Loretto Housing.

<u>Wraparound support</u>

Loretto Housing has access to an extensive range of internal wraparound support for customers which can be utilised at any stage during their tenancy, should their circumstances require this. This ranges from services including financial capability, employability, and safeguarding. If wraparound support services will assist in supporting anyone involved in neighbour disputes or neighbourhood management concerns, the appropriate referrals would be arranged.

7. Support for those experiencing neighbourhood management concerns

Where a Loretto Housing customer has experienced neighbourhood management concerns and reports this to us, they can always be assured of the following:

Effective Communication	We will keep you updated during the time you have raised a concern with us and ensure to explain the process taken and honour any commitments made to you.
Internal wraparound support	We will provide access to internal wraparound support services to suit the circumstances and needs of our customers.
External support	We will signpost to specialist services based on the individual circumstances and needs of our customers and make any identified referrals as necessary.

We will always strive to support good relations between our customers and within our neighbourhoods. However, it is important to recognise that there may be occasions where the conduct or issues being reported to us are considered general living or everyday life and no further action can be taken.

8. Partnership working

Our neighbourhoods are diverse areas made up of different housing types with many cultures and communities residing within them.

Ensuring our neighbourhoods remain vibrant and thriving spaces where our customers feel safe, secure, and proud to be part of the community takes a true partnership approach to achieve this. This includes a partnership approach directly with our customers with strong customer engagement embedded throughout, to ensure their voice is at the heart of our service design and delivery.

It also involves strong partnership working with external agencies with a vested interest within our neighbourhoods, which includes, but is not limited to the following partners:

- Local Authorities where we have a geographical stock footprint.
- Police Scotland.
- Scottish Fire and Rescue.
- Voluntary and Third Sector organisations operating within the community.
- Local businesses.

Taking this collaborative approach will deliver better outcomes for customers and neighbourhoods collectively, when there is shared responsibility over the ongoing management of the area.

9.   Support and signposting

Building customer and community resilience is a key intention set out throughout our Group strategy. We recognise that for some people involved in neighbour disputes and experiencing neighbourhood management concerns, this can have an impact on their health, wellbeing, and resilience levels.

If we become aware of any specific support needs identified throughout the process of dealing with neighbourhood management concerns, we will seek to assist, either directly through the provision of access to our internal wraparound support services, or through making referrals to specialist external agencies.

We will use our knowledge of our neighbourhoods and available services contained within, alongside our strong network of partnerships, to advocate for our customers where necessary, to get them the required level of support.

10.   Legislative, Regulatory and Strategic Drivers

10.1   Legislation

This policy has been written taking cognisance of the following legislation:

- Environmental Protection Act 1990.
- Antisocial Behaviour etc. (Scotland) Act 2004.
- Housing (Scotland) Act 2001.
- Housing (Scotland) Act 2010.
- Housing (Scotland) Act 2014.
- Human Rights Act 1998.
- Regulation of Investigatory Powers (Scotland) Act 2000.
- Equality Act 2010.
- Data Protection Act 2018.
- General Data Protection Regulation (Regulation) (EU) 2016/679).

10.2   Regulatory

Neighbourhood management is an established indicator within the Scottish Social Housing Charter. Registered Social Landlords must provide details about satisfaction within neighbourhoods as part of their Annual Return on the Charter (ARC). Full details on the measure reported are found at Appendix 1.

10.3   Strategic Drivers

The Scottish Government National Performance Framework (NPF) is Scotland's wellbeing framework and sets out a national purpose and vision for Scotland, with outcomes aligned to measure progress towards achieving this. Neighbourhood management is most closely aligned with the national outcome which states: '*we live in communities that are inclusive, empowered, resilient and safe'.*

This communities' outcome outlines that '*Our communities are shaped by the quality and character of the places we live in and the people we live among. In this outcome we recognise that to be healthy and happy as a nation we must nurture and protect our local resources, environments and all who live in them'.*

11.   Policy review and consultation

We will review this policy in two years. Following this it will fall into the three yearly review schedule timetable. Reviews will consider legislative, performance and good practice changes.

More regular reviews may be considered where, for example, there is a need to respond to new legislation / policy guidance or major developments in the area of neighbourhood management.

We have developed this policy in consultation with key stakeholders, including customers and staff from Loretto Housing.

12.   Policy awareness and training

Relevant staff across the organisation will be aware of the existence of this policy and of the requirement to apply the process contained within when dealing with reports of neighbourhood management issues.

The policy will be located on the Loretto Housing website for ease of access for customers and stakeholders alike.

Internal and external channels will be utilised to raise awareness of the policy to staff, customers and stakeholders, to exhibit the benefits application of the policy will bring to support our ambition of creating thriving neighbourhoods.

13.   Performance monitoring and reporting

We will measure and monitor neighbourhood management concerns reported to us to establish the types of issues being raised, as well as identify any trends or thematic areas established. This insight will allow a greater understanding of areas impacting good neighbourhood management and the types of suitable and effective resolution methods available. It also helps identify any areas for improvement.

This information will be considered as part of our wider neighbourhood management approach.

Customer satisfaction with our neighbourhoods and areas for improvement will also be measured and embedded through established structures across the organisation such as our Customer Voices programme and scrutiny panel.

14. Confidentiality and Data Protection

In certain circumstances and subject strictly to conditions set out in the Data Protection Act 2018, General Data Protection Regulations and any other applicable data protection legislation, personal information may be shared by Loretto Housing with other organisations and partners. Before Loretto Housing can share personal information, it must consider all legal implications of doing so, not simply the terms of the applicable legislative requirements. Appendix 2 of the Wheatley Group Data Protection Policy must be considered.

Once a decision has been made as to whether or not information should be shared, that decision must be recorded, together with the reasoning behind that decision. Where a decision was taken to share the information, this will be on a "need to know" basis and an audit trail must be kept.

Staff members must consult the Group Data Protection Policy and if in doubt, seek advice from the Group Information Governance Team.

15. Complaints

Our aim is to get it right first time, however, where there is any dissatisfaction with this policy or its operation, customers can make a complaint.

A summary of the Complaints Policy and Procedure is available on the Loretto Housing website.

Appendix 1

Scottish Social Housing Charter – Annual Return of the Charter Indicators relative to neighbourhood management.

Indicator number	Charter Description

13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.
	    (i) Number of tenants who were asked: 'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'
	  (ii) Number who responded:
	(a) very satisfied
	(b) fairly satisfied
	(c) neither satisfied nor dissatisfied
	(d) fairly dissatisfied
	(e) very dissatisfied