

Working Cooperatively in Shared Spaces Policy

Document Owner	Head of Property Safety
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Approved by	Operations Management Team Directors Group
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Monitoring, Auditing and Reporting	<ol style="list-style-type: none"> 1. Customer Satisfaction Data 2. Regular Reviews by Housing team 3. Reporting and capturing of compliance data

1. Scope and aims

- 1.1. This policy sets out how we will work with other landlords in blocks where Hexagon is the minority landlord, only owning a small number of properties. Our aim is to create sustainable, inclusive, and resident led housing services through meaningful partnerships and shared responsibility.
- 1.2. This policy focuses on building safety, fire safety and compliance activities, but also looks at tackling anti-social behaviour, and ensuring good quality cleaning, and grounds maintenance services.
- 1.3. This policy applies to all residents regardless of tenure.

2. Background

- 2.1. Hexagon has several homes that are managed by a third party under a formal agreement.
- 2.2. Eight resident-led co-operatives manage 295 of the homes that Hexagon owns under a formal management agreement. There are also a small number of managing agents. The properties still belong to Hexagon and the residents living in these homes have the same rights and responsibilities as those living in the homes that Hexagon manages directly.
- 2.3. Hexagon aims to establish good practice in delivery of property and housing management to ensure delivery of service standards based on good practice.
- 2.4. **HOUSING CO-OPS**
- 2.5. The managing agents of these homes are, in the main, housing co-operatives – this is where the residents manage their own homes through an elected committee of volunteers. Most of the co-ops also employ staff to carry out the day-to-day tasks.
- 2.6. Hexagon has a longstanding relationship with housing co-ops, a number of whom we have been working with for over 25 years. The homes managed by housing co-ops are in the London boroughs of Lewisham and Southwark.
- 2.7. **CO-OP SERVICES AND HEXAGON SERVICES**
- 2.8. Hexagon has a formal management agreement with the co-ops that detail the division of responsibilities for managing these homes. Currently there are several agreements in place which we are working to streamline by end of March 2026. This will allow us to provide a uniformed approach to service delivery.

- 2.9. Hexagon will hold a minimum of two formal meetings per year to review performance and in the event of non-performance shall ensure regular meetings take place to address concerns.
- 2.10. The housing co-ops take direct responsibility for day-to-day repairs, collecting the rent, managing tenancies and most of the same services that Hexagon provides. Hexagon provides some services to co-op managed residents, such as major works, some compliance checks and cyclical maintenance. In addition, co-op managed residents have access to Hexagon's transfer waiting list.
- 2.11. Hexagon holds all compliance certification for all Co-op managed properties. This includes FRA documentation, asbestos surveys, gas and electrical safety checks and water system checks where applicable.

3. Management

- 3.1. Hexagon manages an increasing number of properties within blocks where we are not the majority landlord or freeholder.
- 3.2. In properties such as these Hexagon needs to assure itself that the property complies with current Building Safety/Fire Safety legislation. The organisation would therefore expect to hold the following documentation: -
 - 3.2.1. Fire Risk Assessment type 1 and/or type 3
 - 3.2.2. A Fire Strategy for the building
 - 3.2.3. Electrical safety certification for the communal areas
 - 3.2.4. Depending on the height of the building a Building Safety Case
 - 3.2.5. Depending on if the building has a lift – lift safety inspection certification.
 - 3.2.6. Fire Equipment certification.
- 3.3. Hexagon will work collaboratively with other landlords within the building to tackle anti-social behaviour if it exists. Hexagon will also seek support of the local authority's Environmental Health Team and the Police Neighbourhood's Teams – see our Anti-Social Behaviour Policy for more detail.
- 3.4. Hexagon will also seek to ensure that cleaning and grounds maintenance services within blocks with multiple landlords are of the highest possible standard. Hexagon will hold cleaning and grounds maintenance schedules and seek to publish them to its tenants/residents. Hexagon will also challenge the head landlord/freeholder if provision is not of the published standard on behalf of its tenants/residents.

- 3.5. Hexagon will ensure that there is a clear division of maintenance responsibilities, including internal and external responsibilities as well as a clear service level agreement outlining roles and responsibilities.
- 3.6. However, particularly in relation to acquisitions through Section 106, Hexagon may not be solely responsible for putting things right and will be reliant on the actions of third parties over whom they may have variable degrees of influence.
- 3.7. Hexagon will maintain records of all properties by capturing data and anniversary dates within their systems. All third-party providers will share certification to ensure Hexagon has clear oversight on the safety of their Residents.
- 3.8. Where there is any failure to comply with regulatory standards, Hexagon will escalate and, in some circumstances, depending on the delay complete the work and recharge the third-party provider.

4. High Rise Buildings (HRB)

- 4.1. The Building Safety Act came into force on 28 April 2022 and intends to secure the safety of people in or about buildings and to improve the standard of buildings. The act focuses on high-rise buildings (HRBs). HRBs are at least 18 metres high or have at least seven floors. In some premises there may be more than one duty holder. To avoid any safety concerns arising Hexagon will document responsibilities clearly outlining duty holders.
- 4.2. There are three main duty holders: -
 - Responsible persons (RP) under the Regulatory Reform (Fire Safety) Order 2005 – Separate role which is usually the owner or someone with control over the building. The role of the RP relates to keeping the residents and visitors to the building safe, rather than keeping the building itself safe.
 - Accountable person (AP) under the Building Safety Act 2022 (BSA)– Individual or Organisation with a legal obligation to repair any common parts of a HRB.
 - Principle accountable Person (PAP) under the Building Safety Act 2022 – Individual or organisation that owns or has a legal obligation to repair the structure and exterior of the HRB.
- 4.3. Hexagon will work with the PAP for any HRB to ensure their duties are fulfilled under the BSA and keep records to evidence management of their Residents Safety.

5. Legal Framework

5.1. Building Safety Act 2023

5.2. ASB Crime and Policing Act 2014

5.3. Anti-Social Behaviour Act 2003

5.4. Crime and Disorder Act 1998

5.5. Fire Safety Act 2021

5.6. Electrical Safety Regulations

5.7. Hexagon's Assured Tenancy Agreement clauses 2.16, 2.18, 3.17, 4.12, 7.11, 7.13

5.8. Hexagon's standard lease agreement clauses

6. Related Hexagon policies, strategies, and procedures

6.1. Property Safety Strategy

6.2. Housing Management Strategy

6.3. Anti-Social Behaviour Policy

6.4. Electrical Safety Policy

6.5. Fire Safety Management Policy

Appendix 1: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service, or function				Working cooperatively in shared spaces policy
Persons completing initial screening.				Head of Property Safety
Protected Characteristic	Is impact positive, negative, or none			Reason
	Positive	Negative	No Impact	
Age	X			This policy supports the safety of people of all ages living in buildings managed by third parties.
Disability	X			Disabled residents may have greater concerns about building safety; this policy ensures that residents have a clear, accessible route to raising concerns with Hexagon when Hexagon is not the main landlord
Sex			X	No impact identified. This policy is likely to be equally beneficial to people of all sexes.
Gender reassignment			X	No impact identified. This policy is likely to be equally beneficial to people of all gender.
Race			X	This policy supports the safety of people living in all buildings and is likely to be equal to all races
Religion or belief			X	No impact identified. This policy is likely to be equally beneficial to people of all (and no) religion or belief.
Sexual orientation			X	No impact identified. This policy is likely to be equally beneficial to people of all sexual orientations.
Socio-economic status			X	There are no costs or other socioeconomic barriers to utilising this complaints process.

Literacy			X	Hexagon offers, on request, a Translation Service, face-to-face meetings, documents in large print, Braille, or spoken word, and will contact you by your preferred method. Hexagon's office has an Induction Loop system, and we can arrange a sign language interpreter or lip-speaker.
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What are the arrangements for monitoring the policy and its impact on customers?

1. Performance is monitored and reported to Directors Group, the Board, and the Customer Service Committee.
2. Performance against targets and lessons learned from complaints are published annually on our website in our Annual Report.
3. Complaints performance data is reviewed by the Resident's Performance Review Group every 3 months.
4. Residents are sent a satisfaction survey following the closure of their complaint and responses are monitored and assessed.
5. The policy will be reviewed every 3 years, or sooner if there are any changes to service delivery, regulations, or best practice.

As no negative impact has been identified for any group in this screening, we will not proceed to Part 2 of the Equality Impact Assessment.