

Estate Management Policy

Service: Property Services	Date	Staff Member
Version Number: 1		
Approved by: Management Committee	19/01/2018	N/A
Effective From:	20/01/2018	N/A
Next Review Date:	01/2023	DoI
Revision Number: 1.1		
Revision Date:	19/01/2018	DoI
Posted on Intranet:	20/01/2018	PA
Posted on Website:	20/01/2018	CSM
Publicity Material issued:	N/A	N/A
Handbook(s) updated:	N/A	N/A
Document Register updated:	20/01/2018	PA
Previous Version archived:	20/01/2018	PA
SSHCC: Charter Standards and Outcomes:	2, 6 & 13	

Scottish Social Housing Charter Relevant Standards and Outcomes

STANDARD	OUTCOME
<p>Section: The customer/landlord relationship</p> <p>2. Communication</p> <p>Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> • <i>tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.</i> 	<p>This outcome covers all aspects of landlords' communication with tenants and other customers. This could include making use of new technologies such as web-based tenancy management systems and smart-phone applications. It is not just about how clearly and effectively a landlord gives information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.</p>
<p>Section: Neighbourhood and Community</p> <p>6 Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes</p> <p>Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:-</p> <ul style="list-style-type: none"> • <i>tenants and other customers live in well maintained neighbourhoods where they feel safe.</i> 	<p>This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers action to enforce tenancy conditions on estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti-social behaviour.</p>
<p>Section: Getting good value from rents and service charges</p> <p>13 Value for money</p> <p>Social landlords manage all aspects of their businesses so that:-</p> <ul style="list-style-type: none"> • <i>Tenants, owners and other customers receive services that</i> 	<p>This standard covers the efficient and effective management of services. It includes minimising the time houses are empty; managing arrears and all resources effectively; controlling costs; getting value out of contracts; giving</p>

<i>provide continually improving value for the rent and other charges they pay.</i>	better value for money by increasing the quality of services with minimum extra costs to tenants, owners and other customers; and involving tenants and other customers in monitoring and reviewing how landlords give value for money.
---	---

ESTATE MANAGEMENT POLICY

CONTENTS

1. INTRODUCTION
2. AIMS AND OBJECTIVES
3. EQUAL OPPORTUNITIES
4. RESOURCES
5. ESTATE MANAGEMENT STANDARDS
6. TRAINING
7. COMPLAINTS AND APPEALS
8. REVIEW

ESTATE MANAGEMENT POLICY

1. INTRODUCTION

- 1.1 The Association recognises that effective Estate Management is a vital part of its role as a landlord and that the delivery of Estate Management, often in conjunction with other agencies, will assist greatly in promoting and sustaining safe, secure and desirable communities.
- 1.2 Estate Management is defined as property and environmental management and services designed to give tenants and residents quiet enjoyment of their homes in a safe, secure and decent environment. This goes beyond the physical care, repair and improvement of the built environment. It also includes the provision of good, clear advice and information to tenants and residents, effective liaison with tenants and residents and ensuring that our estates provide a safe environment for all those who may visit, use or enter Association land or property.
- 1.3 Estate Management covers the following:-
- Providing advice and information on the rights and responsibilities of the Association and of tenants and residents.
 - Enforcing tenancy conditions, occupancy agreement conditions and deeds of conditions in a firm, fair, prompt, consistent and sensitive manner.
 - Providing advice to tenants and other residents on services which may be available to enhance or improve their environment.
 - Consulting tenants and other appropriate parties, for example sharing owners, on Estate Management issues and ensuring that our services are appropriate to local needs.
 - Agreeing and meeting standards for the management of all assets in the ownership of the Association.
 - Working in partnership with individuals and agencies to ensure that Estate Management standards are achieved.
- 1.4 The Estates Management Policy does not sit in isolation and clearly interfaces with our Tenancy and Occupancy Agreements, Repairs and Maintenance, Health and Safety, Void Management, Tenant Participation, Anti-Social Behaviour and Factoring Policies.
- 1.5 A range of procedures support this Policy document to ensure a consistent and effective approach to service delivery which will be regularly reviewed and updated during the period of the Policy. Examples of Procedures are:
- Abandonments
 - Abandoned vehicles and vehicle parking
 - Alterations and Additions to properties by tenants

- Estate Inspection
- Fire precautions in Common Areas
- Inspection of Landscaping and Play Area
- Pest Control
- Pets
- Racial Harassment
- Tackling Anti-Social Behaviour

2. **AIMS AND OBJECTIVES**

2.1 This Policy aims to ensure that:-

- Tenants and residents can live in their homes in a safe, secure and decent environment.
- Good relationships are developed between the Association, our tenants and sharing owners and adjoining residents.
- Our properties and the surrounding environment are managed and maintained to agreed standards and enhance tenant and resident satisfaction.
- The length of time that properties are vacant is minimised.
- Estate Management services are planned, adequately resourced, effectively budgeted, controlled and monitored.

3. **EQUAL OPPORTUNITIES**

3.1 This Policy will be delivered in a way which recognises and respects diversity and in accordance with the Association's Equal Opportunities and Equality and Diversity Policies.

4. **RESOURCES**

4.1 The effective delivery of the Estate Management Policy is dependant upon:-

- Good quality design and construction of developments.
- A responsive and effective Reactive Repairs service.
- An Assessment Management Strategy and Programme including provision for Planned, Cyclical, Major and Reactive Repairs.
- Regular inspections by staff and agents of individual properties and estates to quickly identify issues and take appropriate and preventative or remedial action.
- The effective provision of Ground Maintenance services.
- The effective provision of Communal Cleaning services.
- Tenants' and Sharing Owners' adherence to their tenancy and occupancy agreements.
- The effective provision of Factoring Services.

- 4.2 The Association will closely monitor the impact and quality of the services it provides, either directly or through agents, including the use of surveys and other means to record tenant and resident satisfaction.
- 4.3 Tenants also have a key role to play in helping the Association to monitor the provision of services and copies of service specifications will be made available to tenants on request.

5. ESTATE MANAGEMENT STANDARDS

5.1 Household Refuse Disposal and Litter

- 5.1.1 The Association will, in conjunction with the Highland Council, which has responsibility for refuse disposal, ensure that appropriate and well-sited facilities are provided for the disposal of refuse. The Association will maintain communal bin stores where these have been provided and will also take responsibility for the disposal of refuse on land in its ownership, pending development.
- 5.1.2 Tenants and sharing owners are advised at the start of their tenancy/occupancy of arrangements and appropriate days for the uplift of refuse. Tenants and sharing owners are responsible for ensuring that their refuse is disposed of safely, tidily and securely wrapped and for making arrangements for the uplift of large or bulky items. The Association will liaise with The Highland Council to take action on the illegal and unsightly dumping of rubbish and litter on its land or premises.

5.2 Internal Common Areas in Flatted Developments

- 5.2.1 The Association will be responsible for the cleaning of communal areas in flatted developments through its Technical Services team which will be required to deliver services as specified. There will be a service charge applied to cover the costs of these works.
- 5.2.2 Tenants and sharing owners also have a responsibility to keep the common areas clean as specified in the Tenancy Agreement and Deed of Conditions and, in particular, must not store personal belongings such as prams, bicycles, clothing, furniture or white goods in the communal areas. Deposits, temporary or otherwise, of household waste are strictly prohibited. Items found in the common areas and not removed after reasonable notice will be removed to storage by the Association at the tenants' expense and may subsequently be disposed off.

5.3 Parking

- 5.3.1 The Association is responsible for the maintenance of communal parking areas in its ownership unless they have been adopted by the Highland Council. Vehicles using communal parking areas must be road legal.

Statutory Off Road Notices (SORN) are no longer accepted as an alternative to current vehicle taxation, except in exceptional circumstances. Abandoned or untaxed vehicles will be reported to the Police and The Highland Council and removed where appropriate.

- 5.3.2 The Tenancy Agreement also requires that no vehicle, caravan, trailer or boat or other property belonging to the tenant or anyone living with them or visiting them may be parked or stored on Association land or property permanently or temporarily unless that land or property is set aside for parking or storage. In addition, written permission from the Association is required and in every case the parking or storage must not cause a nuisance or annoyance to neighbours.

5.4 **Private Gardens**

- 5.4.1 The Association will ensure that all private gardens in its ownership are maintained to an agreed standard and action will be taken if the Tenancy Agreement is not adhered to. A tenant or sharing owner or private owner within an Estate managed by the Association who has exclusive use of a garden is responsible for its maintenance and if they are unable to maintain it themselves, the Association will direct them to organisations and contractors who may be able to assist.

5.5 **Communal Gardens and Landscaped Areas**

- 5.5.1 Communal garden ground and landscaped areas will be maintained by the Association's new Estate Maintenance team which will be required to deliver services as specified. The cost of this work is included within the rents charged by the Association and where appropriate, included in Factoring Charges levied on sharing or private owners within an Estate managed by the Association.
- 5.5.2 Estate Improvements identified during estate inspections will be considered and used to inform the Asset Management Programme and budget for the following financial year.

5.6 **Security**

- 5.6.1 The Association's Design Brief and Specification ensures that all new developments can be accredited by the Police Scotland with Secured by Design status. Through Community Planning arrangements, the Association will ensure that it is aware of new initiatives in respect of home security and will regularly advise tenants and sharing owners of new measures through regular Newsletters and our Web page.

5.7 **Vandalism**

- 5.7.1 Although we do not experience high levels of vandalism, occasionally we are required to respond to isolated incidents and through our Newsletters and Web page we will encourage residents to report these to us. We will respond

promptly to such reports and make good any damage which is not the responsibility of the tenant. The tenant is responsible for making good or paying for damage caused by deliberate acts of vandalism by themselves, members of their household or visitors to the property.

5.8 Graffiti

5.8.1 We will encourage residents through our Newsletters and Web page to report any instances of graffiti and we will remove all graffiti as soon as it is practicable. We will aim to remove graffiti of an offensive, sexual or racial nature within one working day of it having been reported to us.

5.9 Vermin, Pest and Insect Control

5.9.1 The Association aims to ensure that all properties in its ownership are free of vermin, pest and insect infestation. The tenant also has a responsibility to take reasonable care to prevent damage to the house, fixtures and fittings and common parts.

5.9.2 When a tenant reports to the Association the presence of vermin, pests or insects within their house, the Association will arrange to investigate the cause of the infestation. Where infestation can be directly attributed to a tenant's living conditions, or habits, e.g. bird feeding, the Association will normally instruct the tenants on how best to address the problems to ensure it does not recur, arrange for remedial work and re-charge the tenant for the costs incurred. Where there is internal infestation not attributable to the tenant's living conditions or habits, the Association will be responsible for arranging and paying for eradication work.

5.9.3 In the case of infestation externally, e.g. wasp nests, the Association will assess the risk to tenants and property and determine whether professional eradication is required and apportion costs as required.

5.10 Pets and Livestock

5.10.1 The Association will ensure that tenants and sharing owners comply with the conditions of their Tenancy or Occupancy Agreements or Deed of Conditions in respect of the keeping of pets and livestock.

5.10.2 The Association aims to minimise any nuisance or health risk associated with keeping pets or livestock and will liaise with The Highland Council and the Police on issues such as stray dogs and fouling and, as appropriate, will utilise aspects of The Dog Fouling Act (Scotland) 2003, which makes the owners of animals responsible for removing their faeces.

5.11 Satellite Dishes

5.11.1 Flats will normally be equipped with a communal dish for the supply of Satellite Television. Satellite Systems will be maintained by the Association

as will any Terrestrial System aerials still in use. Tenants will be required to pay a service charge to cover the cost of maintaining communal systems.

5.11.2 In all other cases, written permission for Satellite Installations should be obtained and our Standard Conditions for undertaking this work outlines our minimum requirements in this regard. The tenant/sharing owner will be responsible for all costs incurred in installation and maintenance of the system. The tenant/sharing owner will also be responsible for any repairs to the fabric of the building due to faulty installation and should insure the dish to include public liability.

5.12 External Alterations/Additions

5.12.1 The Association will, wherever possible, give permission to tenants to carry out minor additions or alterations to the external areas or gardens of their homes.

5.12.2 These, however, will be restricted in scale and nature to protect the interests of other tenants, the Association and the general amenity of a particular area.

5.12.3 Tenants will require to apply in writing for authorisation for alterations and additions and the request must include sufficient detail to allow the Association to carry out an adequate assessment of the consequences of the work.

5.12.4 All requests will be acknowledged within seven days and pending any further inspections or investigations a decision will be supplied in writing within twenty eight days.

5.12.5 We have Standard Conditions to cover most alterations and additions and we must be in receipt of this completed document prior to any work commencing. These conditions apply to, but are not restricted, to the following work:

- Erection of sheds and greenhouses
- Installation of satellite dishes
- Erection of garden fences and gates
- External and internal additions / alterations
- Installation of showers

NB: Installation of gas cookers or any other gas appliances will not be permitted.

5.12.6 These conditions do not apply to common areas where access and amenity is available to all tenants. Consideration will be given to approving applications relating to common areas, provided all affected tenants agree to the application.

6. **TRAINING**

- 6.1 Training on the Estate Management Policy and associated procedures will be provided to all appropriate staff members.

7. **COMPLAINTS AND APPEALS**

- 7.1 Anyone who feels that the Association has not complied with its Estate Management Policy can use the Association's complaints procedure which is described in the Tenants' Handbook and is available on our Web page.

8. **REVIEW**

- 8.1 This document will be reviewed by the Management Committee or Sub-Committee set up for that purpose in accordance with the requirements of the Association's Register of Policies and Procedures.
-

SCHEDULE OF REVISIONS		
DATE	REVISION No.	DETAILS
25/01/2018	1.1	Paragraph 1.5 "...which will be regularly reviewed and updated during the period of the Policy." INSERTED
25/01/2018	1.1	Paragraph 1.5 "... Examples of Procedures are:" INSERTED
25/01/2018	1.1	Paragraph 1.5 "...for example" DELETED
25/01/2018	1.1	Paragraph 1.5 Bullet Point 4 "Estate Inspections" INSERTED
25/01/2018	1.1	Paragraph 5.5.1 "...normally" DELETED
25/01/2018	1.1	Paragraph 5.5.1 "new Estate Maintenance team which" INSERTED
25/01/2018	1.1	Paragraph 5.5.1 "..through contracts with firms who" DELETED