



Estate Management Policy

Policy Title:	Estate Management Policy
Policy Author:	Diane Hendry
Date of Approval:	
Date for Next Scheduled Review:	
Review Body:	
Equality Impact Assessment Complete:	No
Policy Published on Web:	Yes
Scottish Social Housing Charter Standard	1,2,3,6 & 13
Scottish Housing Regulator Standard:	N/A
Scottish Housing Regulator Guidance:	N/A

ESTATE MANAGEMENT POLICY

Ardenglen Housing Association can provide this policy on request, in large print, in Braille, on tape or in other non-written format, and in a variety of languages.

CONTENTS PAGE

SECTION 1 – Introduction & Background

SECTION 2 – Aims & Objectives

SECTION 3 – Obligations and responsibilities

SECTION 4 – Managing the estate

SECTION 5 – Communication & participation

SECTION 6 – Financial planning & value for money

SECTION 7 – Legal action

SECTION 8 – Records, complaints & reporting

SECTION 9 – Training, review & distribution

SECTION 10 – Equalities impact assessment

SECTION 1

INTRODUCTION

- 1.1 Ardenglen Housing Association is a community based Housing Association operating in Castlemilk Glasgow, owning and managing a total housing stock of over 950 flats and houses.

The balance of the housing owned is made up of rehabilitated former Glasgow Housing Association flats, new build tenements, cottage flats and houses. The Association has further invested in the local environment by creating improved roads; parking bays, play areas and open areas containing grass, shrub beds and trees for the enjoyment of residents.

- 1.2 Through development activities the Association has improved the condition of much of the housing in the area and the environment in general. We are keen to maintain standards in order to protect our interest to allow tenants to enjoy their home and environment.

The Association has a **Maintenance Policy** and a **Void Management Policy** that cover issues related to the upkeep of our properties and environment. This policy also links to our **Neighbour Complaints and Anti Social Behaviour Policy**. These are available from our office.

- 1.3 This policy document compliments the above and sets down the Association's approach to the day-to-day estate management of its stock, common areas and the environment.

SECTION 2

AIMS & OBJECTIVES

- 2.1 The Association aims to meet the Scottish Government Social Housing Charter outcomes 1,2,3,6 and 13 which state;

Outcome 1- **Equalities** – Every tenant and customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Outcome 2 - **Communication** – 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

Outcome 3 - **Participation** - Tenants and customers find it easy to participate in and influence their landlords decision at a level they feel comfortable with

Outcome 6- **Estate management** – tenants and customers live in well maintained neighbourhoods where they feel safe

Outcome 13 –**Value for money** – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

SECTION 3

OBLIGATIONS AND RESPONSIBILITIES

3.1 The obligations and responsibilities of the tenant and the landlord are contained within the tenancy agreement. The Estate Management policy is concerned with ensuring that tenants and staff are fully aware of their obligations and that these are adhered to in order that tenants are allowed the ‘**quiet enjoyment**’ of their home. There are two main categories of the tenancy agreement that apply, physical care of properties and behaviour. The following provides examples of estate management obligations and defines ownership;

Category	Estate obligation	Responsibility
Physical	Maintain property in tenantable condition and good decorative order	Tenant & landlord
Physical	To keep common areas clean and tidy	Tenant & landlord through estate contracts
Physical	To maintain gardens in a tidy well kept condition	Tenant & landlord where services are provided
Physical	To keep landlord advised of repairs to individual properties and common areas	Tenant & landlord through estate management inspections
Physical	No property to be stored in common areas	Tenant & landlord to enforce through estate management inspections
Behaviour	Not to cause nuisance or annoyance to neighbours or other tenants of the Association nor to allow other household members or visitors to do so	Tenant
Behaviour	Not to commit or allow household members or visitors to commit any form of harassment which may interfere with the peace or comfort, or cause, offence to any neighbours or any member of their household	Tenant
Behaviour	To keep pets under control	Tenant

Behaviour	Not to cause or allow visitors or household members to cause deliberate damage to the house or common parts	Tenant
Behaviour	Not to use the house to be used for illegal or immoral purposes	Tenant

SECTION 4

MANAGING THE ESTATE

- 4.1 In order to ensure that tenants and customers live in well maintained neighbourhoods where they feel safe, we will ensure that staff undertake weekly inspections of the estate on a cyclical programme.
- 4.2 Our play area facility at Ballantay Terrace will be inspected on at least a weekly basis for health and safety purposes and written records of our findings will be kept.
- 4.3 Estate Management inspections will identify a wide range of problems including repairs to communal areas, failings in cyclical contracts, management issues and reaction to tenants complaints.
- 4.4 All repairs identified will be authorised in line with the Associations maintenance policy with regards to response times.
- 4.5 The association recognises that successful estate management can only be obtained by taking a multi agency approach with particular liaison being required with police and Glasgow City Council Community Safety Services.
- 4.6 Where persistent problems emerge, special initiatives may be developed to deal holistically with the situation.
- 4.7 Staff will always try and establish the cause of problems in the estate by both carrying out investigations and also making use of the CCTV camera network.
- 4.8 Where estate management issues can be resolved by improvements to design or specification standards, solutions will be identified and budgetary consideration given.
- 4.9 The safety of staff on the estate is an important consideration of the Association. All reasonable steps will be taken to ensure risk to staff is kept to a minimum.

SECTION 5

COMMUNICATION & PARTICIPATION

- 5.1 We recognise the value of engaging with residents in respect of estate management issues and priorities. We will notify you in advance of our planned visits and invite you to meet with us to talk about the area in which you live.
- 5.2 At each planned visit we will complete at least 10% of estate management questionnaires seeking your views on the estate services we provide. The outcomes of these questionnaires are used to shape and monitor the services we provide.
- 5.3 We will ensure correct processes are in place internally to deal with estate management issues highlighted by individuals or as a result of routine inspections.
- 5.4 We will use a variety of methods to consult, inform and communicate with you in respect of estate management. The range is shown below;

Tenancy sign up	Quarterly newsletter	Close meetings
Tenants handbook	Special issue bulletins	Scheme meetings
Website	Annual report	Public meetings
Settling in visit	Policy review	Satisfaction surveys
Estate action meetings	Open days	Committee meetings

SECTION 6

FINANCIAL PLANNING & VALUE FOR MONEY

- 6.1 On an annual basis, and based on customer feedback, we will identify the services required to maintain the estate to the highest possible standard. These services will be procured in line with the Associations Procurement Strategy. This method ensures we obtain the best value from our contracts.
- 6.2 We will plan, control and monitor estate management spend in relation to budgets set.

SECTION 7

LEGAL ACTION

- 7.1 During routine estate management inspections, and or following neighbour complaints, officers may come across persistent breaches of tenancy. In all cases, steps will be taken to resolve problems before considering further

action. Where, however, the Association has unsuccessfully exhausted other means available to address these breaches, legal remedies will be used.

- 7.2 There are three types of legal action that may be pursued.
- Recouping Costs
 - Repossession Action
 - Other legal remedies open to the landlord
- 7.3 The Housing Officer will have authority to recoup costs under the recharge repair policy. The Housing Services Manager will have the authority to implement any other legal remedies, including the service of notice of proceedings.
- 7.4 Once legal action has been instigated the association will work closely with all relevant agencies and ensure that the case is well coordinated and substantiated with necessary evidence.
- 7.5 If a decree is granted, authority for proceeding to eviction must be obtained from the Governing Body. Where there is authority for eviction to proceed the tenant will be notified of the decision and given advice on homelessness.
- 7.6 Where it is identified that a contractor is not meeting their obligations in terms of the contract specification they will be given the opportunity to make good the failure. If this does not materialise then the association will seek to invoke relevant penalty clauses within the contract.

SECTION 8

RECORDS, COMPLAINTS & REPORTING

- 8.1 Computer records will be maintained up to date to show details of our inspections, findings, outcomes and all other associated estate management work.
- 8.2 Wherever possible we will deal with estate management complaints “on the spot”. Where this can’t be achieved we aim to deal with any non urgent complaints within 5 working days. Where matters are likely to take longer to resolve, we will keep the complainant informed of the reasons for this and the anticipated timescales involved.
- 8.3 On a quarterly basis the Governing Body will receive reports on complaints made and any areas of poor customer satisfaction identified.

SECTION 9

TRAINING, REVIEW & DISTRIBUTION

- 9.1 The Association is committed to training and developing staff and committee members to their full potential in order to deliver a high quality of service in all areas.
- 9.2 This Policy will be reviewed on a 3 yearly cycle. The review will incorporate changes in legislation, complaints, comments and feedback from customers.
- 9.3 This policy will be made available to every employee and board member and will be made freely available to any tenant or interested party.

SECTION 10

EQUALITY IMPACT ASSESSMENTS

- 10.1 An Equality Impact Assessment involves assessing the likely or actual effects of policies or services to our customers in respect of their disability, age, gender, race, religion/belief, sexual orientation or gender identity to ensure equal and fair access for all. It helps us make sure the needs of people are taken into account when we develop and implement a new policy or service or when we make a change to a current policy or service.