

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



Estate Management Policy

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ESTATE MANAGEMENT POLICY

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Grey = Change
Red = Remove
Green = New

SECTION 1

INTRODUCTION

- 1.1 Ardenglen Housing Association is a community-based Housing Association operating in the East of Castlemilk, which is South West of Glasgow. At the time of writing we own approximately 960 properties. Of these, 583 are rehabilitated tenemental stock, while the remaining are new build houses, cottage flats and tenements.

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 &10 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, anti-social behaviour, neighbour nuisance & tenancy disputes** – tenants and customers live in well maintained neighbourhoods where they feel safe

Outcome 10 –**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 some examples of estate management obligations and defines ownership;

Category	Estate obligation	Responsibility
Physical	Maintain property in tenable condition and good decorative order	Tenant & landlord
Physical	To keep common areas clean and tidy <ul style="list-style-type: none"> • Rubbish and litter placed in bins provided 	Tenant & landlord through estate contracts
Physical	To maintain gardens in a tidy well kept condition <ul style="list-style-type: none"> • Ensure garden is clear of belongings for contractor to cut grass • Remove broken garden furniture play equipment • Request permission for trampolines 	Tenant & landlord where services are provided
Physical	To keep landlord advised of repairs to individual properties and common areas <ul style="list-style-type: none"> • Report repairs as soon as you are aware of an issue 	Tenant & landlord through estate management inspections

Physical	<p>No property to be stored in common areas</p> <ul style="list-style-type: none"> • No bulk items stored inside the close including bikes and prams • Contact GCC to arrange bulk uplift or leave out not longer than the day before. 	Tenant & landlord to enforce through estate management inspections
Physical	<p>Cellars – no flammable items such as paint, petrol, paraffin heaters permitted to be stored in cellar.</p> <ul style="list-style-type: none"> • Provide access once yearly for staff to inspect cellar 	Tenant & landlord to enforce through estate management inspections
Behaviour	<p>To keep the common areas a smoke free zone</p> <ul style="list-style-type: none"> • This includes no smoking at the close entrance or exit 	Tenant
Behaviour	<p>To keep pets under control</p> <ul style="list-style-type: none"> • Keep dogs on a lead within the common areas • Removal of dog faeces • Exercise pets away from association property • Request permission to have any more than one domestic pet 	Tenant
Behaviour	<p>Not to cause or allow visitors or household members to cause deliberate damage to the house or common parts</p> <ul style="list-style-type: none"> • Graffiti • Using cigarette ends to burn walls, bannisters, window ledges or other 	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 carry out 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. Please refer to our play park policy for further information.
- 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 agencies such as police Scotland, 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 either via Police Scotland or directly with Glasgow City Council
- 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.
- 5.3 If required we will hold estate action group meetings and invite residents (who have indicated they are willing to participate in such a forum), cleansing, close cleaning, landscaping contractors and police to attend. This will provide the opportunity to discuss both area specific and general issues.

- 5.4 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
- 5.5 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	Newsletter	Close meetings
Tenants handbook	Special issue bulletins	Scheme meetings
Text / Email	Annual report	Satisfaction surveys
Settling in visit	Policy review	Social Media / Website
Estate action meetings	Open days	Board meetings

SECTION 6

FINANCIAL PLANNING & VALUE FOR MONEY

- 6.1 On an annual basis, and based on customer & staff feedback, we will identify the services required to maintain the estate to the highest possible standard. These services will be tendered in line with the Associations tendering policy. 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 Senior Housing Officer 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 board. 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 the following timescales will apply depending on the complexity of the issue:

Estate Management – Category A	10 working days
Estate Management – Category B	20 working days
Estate Management – Category C	40 working days
Estate Management – advice only	Advice at time of complaint no action

We will keep the complainant informed of the progress and the outcome.

SECTION 9

TRAINING, REVIEW & DISTRIBUTION

- 9.1 The Association is committed to training and developing staff and board members to their full potential in order to deliver a high quality of service in all areas.
- 9.2 This Policy will be approved by the Board of management. It 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.

END OF POLICY

